



## CSS Back Office v4 client

Handbook

**CAPITA**

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# 01 | Integrated Children's System

## Children's System

The Children's System provides a specialist Assessment and Case record system for Children's Social Care complying with the Local Authority Circular LAC(2005)3.

With a strong emphasis on guiding the practitioner through the business processes, users are supported with flexible workflow, auto-population features to reduce data entry, Case Management tools and a variety of reports and other outputs. The system also gives access to data already held in the other modules of the One suite which gives Social Care practitioners direct access to valuable additional data, including Attainment and Attendance data for Looked After Children, details of Referrals to the Education Services (EWS, EPS, SEN etc.), Fostering and Adoption and information on applications for Grants and Benefits.


The integral Form Designer tool allows you to modify the module's standard Forms and create new ones.

Where appropriate, data held in other One modules, eg Exclusions, SEN, CSS, will auto-populate areas of the system, eg the Event Chronology, thus facilitating dynamic information sharing.


## Desktop


### Desktop and My Home Page



When the system is *initially* executed, the desktop layout displays **My Home Page**. The page comprises a series of panels, each listing **Completed Reports, Involvements, Activities, Referrals, Cases** and **Workflow Messages** for Children or Young People which have been assigned to you and also for **Early Years Enquiries**.

These items are identified by your Login ID when you log in to the System. You may expand or collapse a panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action).

Each panel shows related summary information, for example, the **Workflow Messages** list displays: **Name, Due Date, Assigned By, Assigned On** and related **Messages**.


The facility to **Drag and drop** menu items allows you to add shortcuts to frequently used areas of the software. To do this select a menu item from the extended **Focus** or **Tools** menus and drag them to this location for quick access.  **How?**

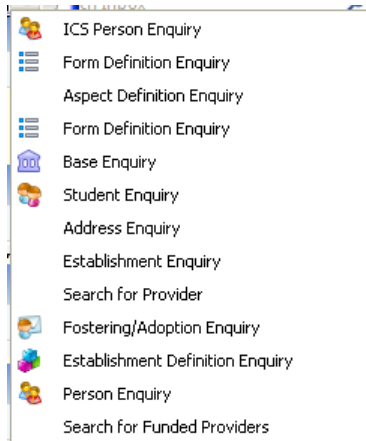
To delete a shortcut menu item, right click on the shortcut; this will display a **Remove** button, clicking this will remove it.  **How?**


Throughout the system the  **Window** button will display how many windows/pages you have open;  **My Home Page** is not included in the count.



Having too many windows open at a time can reduce performance.

A  **Search** mechanism, located top right of the page, gives quick access to the **Enquiry** pages for the **ICS Person, Form Definition, Aspect Definition, Base, Student, Address, Establishment, Provider, Fostering/Adoption, Establishment Definition, Person** and **Funded Providers**. This facility is available at all times. To use the quick Search enter a **name** and click the down-arrow adjacent to the **Search** box and select the appropriate focus. This will open the focus Enquiry page with a completed search list. The icon next to the Search box will change accordingly:



Some of the processes throughout the system may take time to complete; a  **Waiting** message will be displayed at the bottom of the screen until the process has completed.

## **My Referrals**

This will list Referrals assigned to a Post for which the Duty Supervisor has responsibility. The Duty Supervisor must assign these Referrals to appropriate Social Care workers in that Post within 24 hours, after which the Referral will then be displayed in the My Cases panel of the Person to whom it was assigned. At this point a **CRN|tag=Case Reference Number (CRN);document=WordDocuments\CCSEnterprise.doc** (Case Reference Number) is assigned to each Case.

## **My Cases**

This area is available to all Social Care workers and will show both their Cases and the Cases allocated to their subordinates. It provides a method of allocating or balancing Cases between subordinates and is a mechanism for Social Care workers to access the Chronology without having to go through Person Enquiry.

Each Case has a **CRN|tag=Case Reference Number (CRN);document=WordDocuments\CCSEnterprise.doc** which is used when adding Case Notes in the Chronology and is essential when completing exemplars. Clicking a Case will open the Chronology of the subject of the Referral. A link to this Referral allows you to view/edit details of the Referral Case.

The Subject column shows the name of the Child/Young Person and whether they are related to a general (Child), Fostering or Adoption case:

{Child: *Name of Child*}

{Fostering: *Name of Child*}

{Adoption: *Name of Child*}

My Cases does not allow Creation or Closure of Cases but does allow the current Case owner to be changed from one subordinate to another. Such changes will be recorded for audit purposes.

## My Workflow Messages

This panel displays all active Workflow items either assigned to you personally or items which have been assigned to a Post of which you are a member. The list will show the **Subject** of the message, **Task** indicating Yes/No, the **Due** date, by whom **Assigned By** and their **Post**, when it was **Assigned On** and the related **Message**. If the message is a **Task** a hyperlink will allow you to view the entity from which the Workflow Message was initiated, eg Case Note. Alternatively, if the message is instigated from an Alert, for example, informing you of a data change, clicking on the message or subject will display a popup message providing details of the change and by whom and when it was assigned. **Refresh** and **Delete** options are available.

Individual or multiple messages can be deactivated by checking the box adjacent to the relevant messages and then click the **Deactivate** icon at the top of My Workflow Messages.

Messages can be reassigned by forwarding to another user or deleted by clicking the **Search** icon; this opens the **Workflow Message Enquiry page**[|tag=Workflow Message Enquiry;document=WordDocuments\Workflow Messages.docx](#).





Clicking **Refresh** will update the list which will be categorised by items **Not Due**, items **Due** and items **Overdue**.

## My Involvements

This panel displays all Involvements which have been assigned to you. For each Involvement it will show the Subject of the Involvement, the type of Involvement form (CSS Involvement Form, SEN Assessment, SEN Standalone Review, SEN Statement Review and SEN Tribunal), Status, Reason, Start and End Dates, RAG Status, Lead Caseworker, Case File Number, Case Status and Involvement ID. The total number of records is shown.

Click the **Group By Status** button to order the involvement forms by status. The order is set up via **Tools | Administration | System Administration | System admin | System defaults**.

If the involvement is associated with a Timeline, an icon will indicate the current status of the timeline:

-  Warning Date has been reached,
-  Target Date has been reached,
-  Timeline is In Progress
-  Timeline is Complete.

Items on the panel Task Bar allow you to **add a New Involvement** (this option will not be available unless you are in a Post which is in a Team), **Delete** and **Refresh** the list. A Subject search is also available by entering name details.

If it is necessary, the **Add** functionality allows the Caseworker to define Involvement subjects from scratch, for example, one for a whole school linked to a Base (selected in the CSS Involvement panel on the form).




## My Activities

Activities are tasks assigned to you, these may be linked for example, to an Involvement, a visit or meeting and any tasks or events added via the **Calendar**, including recurring tasks. If a parent/carer or sibling linked to an Activity has been made Inactive and the reason is Deceased, when that message is opened a non-editable Alert will be displayed.



The panel displays, **Activity Type**, **Start Date and Time**, **End Date and Time**, **Completed By**, the **Service Team**, a **Description** of the activity, the **Base** relevant to the activity and the **Activity Owner**. The **Total** number of activity records is displayed at the top of the panel.

The drop-down date enables you to filter the list of activities. Selecting a date will dynamically filter the Activities; click the **Refresh** button to display all of your Activities. Click the **New** button to display a new **Activity Details** page; the **Delete** icon deletes the oldest activity.

### **My Completed Reports**

The **My Completed Reports** list will show all reports which have been generated for which you have permission to view.  **Refresh**,  **Preview** and  **Delete** options are available.

### **Unpin**

Clicking the Unpin icon on any of the Home Page panels will display the contents of the panel in a new page. When this page is closed, by clicking the  Close icon, the Home Page will be displayed again with the recently unpinned panel hidden. To show the panel again, click  Show/Hide.

### **Search for ...**






The **Search for ...** functionality is available at all times and gives you quick access to various Enquiry pages, eg Student, Person, Fostering/Adoption. This is located top right of the screen. The icon adjacent to the drop-down arrow will indicate the last selected Enquiry.


To use this facility enter one or more characters in the field and select the required Enquiry page from the drop-down list. When the Enquiry page opens any records matching the characters will be retrieved. Alternatively, the page will open allowing you to enter additional search criteria.

*If no characters are entered the selected Enquiry page will not be displayed.*

## **Feature Panels**

Surrounding the **Home Page** are various feature panels which provide additional functionality.

These are labelled:  **Offline Work in Progress**,  **Links**,  **Quick Reports** and  **Help**. You can switch the feature panels on/off by clicking the  **Show/Hide** button at the top of the page. The **Show/Hide** button includes drop-down options allowing you to customise the desktop by selecting the feature panels you wish to show.




The size of each panel can be adjusted by hovering the mouse cursor on an outside edge of the panel, when the cursor changes shape , "click and drag" to the required size.

## **Referral Save Wizard**

The Referral Save Wizard is launched when the **Sign Now** icon is clicked on the Contact Referral Record. It takes you step by step to assign a Case for the Contact Referral.

Clicking the **Next** button at each stage will open the next window of the wizard.

Clicking the **Next** button on the initial Welcome window will open the **Create Case** window which will display the **Family Name** and **Given Name** of the subject of the Case. This step asks you to select a Case **Start Date** before moving to the next window. Select a date and click **Next**.

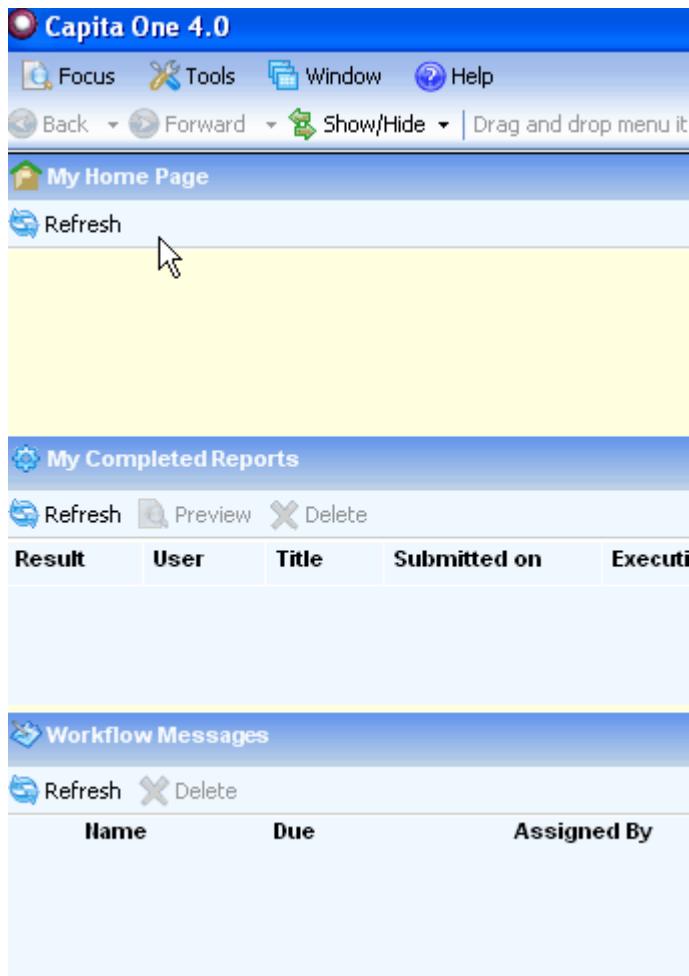
This window displays the  Team structure, showing the  Posts and  People assigned to those Posts within the Team. You must select the owner to whom you wish to assign the new Case. To do this click on the user name and the icon will change to a tick. Click **Next**.

The final window of the wizard gives a summary of the Case Details. Click **Finish** to save the Case.

This will add the Digital Signature of the selected owner of the Case and place the Referral in the **My Cases** pane on My Home Page.

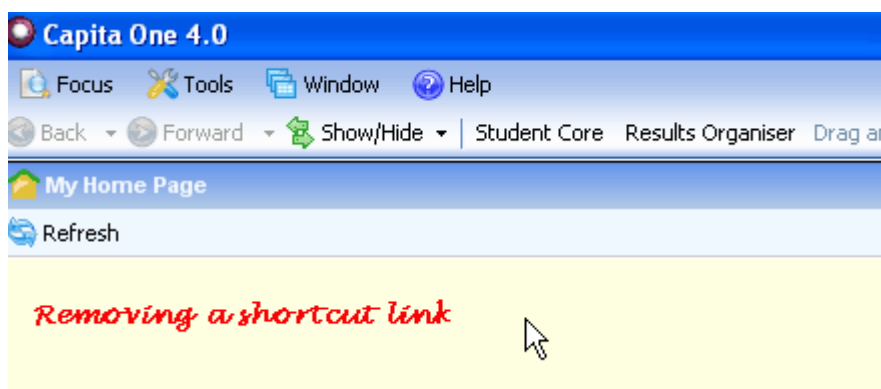
## Drag and Drop Menu Items

Use “drag and drop” to create shortcut menu items. This is achieved by clicking on a menu item and dragging it to the top of the page.



## Remove Drag and Drop Menu Items

To remove a shortcut menu item, right click on the shortcut, this will display a **Remove** button, and then left click on the **Remove** button.





## Offline Work in Progress

The **Offline Work in Progress** feature panel displays shortcuts giving you access to information, for example Person details or Form Definitions, from the database for use offline. This functionality is currently only available for ICS.

To make such information available, click the **Save this for Offline Editing** icon directly from the form. This icon is found at the top of the form.

When information is saved for offline editing it will be saved to your local hard drive. This information may be sensitive and should be treated with care.

If you are working **Offline** it will not be possible to create Bookmarks, to save an Audit or make changes to Case Notes.

## Linked Documents

The **Linked Documents** feature is located on the left hand panel on the **My Home Page**. Use the **Show/Hide** dropdown to select or deselect **Linked Documents**.

Permissions must be set via **Tools | Permissions | User Group Processes | (Main Business Processes) Administration**.

**Linked Documents** displays related documents, letters, reports etc, showing **File Description** and **File Name**. A linked file for example could be related to [Person Details](#), a letter **generated from a Timeline** or a report attached to a **Communication Log**.

Double-click or highlight a file and click the **Open** button to view the **Linked Files Details**.


Use the green down arrow to move to the **Next** item. To view newly added files click the **Refresh** button. To remove a file click the **Delete** button.

To add a new file:


1. Click the **New** button to display the **Files Linked** dialog.
2. Enter a **File Description**.
3. Click the **File Name** folder to select a file.
4. Click the **Save** button; the **Linked By**, **Linked Date**, **Updated By** and **Last Updated** fields are automatically populated.
5. Click the **Yes** button to upload the file. When the upload is completed a message box confirms that the linked file is saved and uploaded. The **Uploaded By** and **Uploaded Date** fields are automatically populated.

The maximum size for an uploaded file is 150 MB. If the selected file size is greater than the permitted upload limit, the file can be linked, but it cannot be uploaded and the following message is displayed:

The file '*filename.txt*' that you are trying to upload is larger than the maximum permitted size of 150 MB.

 We recommend that files are linked and uploaded individually.

Uploaded and opened files are stored in a temporary directory. When you return to the **Files Linked** window, One automatically removes copies of opened, and uploaded files from the temporary directory.

 You must ensure that the file you are uploading is not in use.

## Links

The **Links** panel displays hyperlinks to additional functionality, depending where you are in the system, for example [Social Network](#), [Child Protection](#) and [Chronology](#). Other areas available as hyperlinks include:

- [Activities](#)
- [Calendar](#)
- **Carers**
- [Case Notes](#)
- **Communication Log**
- **Court Orders**
- **Equipment**
- **Exclusions**
- **Involvements**
- [Looked After Child](#)
- **Provision**
- **Pupil Funding Transfers**
- **Reintegration**
- [Relocation](#)
- [Relationships](#)
- **Results Organiser**
- **Risks**
- [Special Transport Needs](#)
- **Student Attendance.**

Links are also available to **summary information reports** Other areas may have appropriate links.

## Summary Reports

The **Summary** screens are Crystal Reports which are interpreted to display as One v4 client screens.

Select a **Summary Report** to open the Summary screen, click the **Print** button to open the Main Report in **Report Viewer**.

From the Form Definitions focus, there are currently two links: **Create a New Form for Data Entry** and **Form Definition Enquiry**.

## Quick Reports Panel

The **Quick Reports** feature panel uses Word Templates, in XML format, which can be run to extract data through individual pages or exemplars. Templates can be designed either as letters or as documents.

A template can be created independently in Word or by selecting **Template from Blank Report** from the **Action** menu.

Clicking the **Action** icon initially offers you the **New** menu option to open **Template from Blank Report** or **Import Template**.

 *Once created or imported the templates are specific to your computer.*

Clicking on the new Word template now shown in the panel and then the **Action** icon, the menu is extended to offer **Edit**, **Copy** and **Delete** options. This is also achieved by right mouse clicking on the template; this method extends the menu to also include the **Run** options.

At run-time the output can be either Word or PDF. This option is called by clicking the **Run** icon and selecting the preferred output.

The **Data Source** for each individual form/screen can be summoned by clicking the **Data** icon. This opens the [Data Selection](#) window listing Data items used on the current form/screen. Data items are used in the construction of a template for the actual information to be displayed at run-time.

[Using Quick Reports](#) can be available throughout the System.

### CCS-Entity-CommLogCorrespondence.Parent Notification.ReportTemplate.Xml

It is not possible for Capita to provide a Quick Report data item which calculates 'Current Day + nn', where you want, for example, to send a letter such as Parent Notification, advising that a response will be required by a date that is typically 29 days after the log date, as this would be hard coded to a specific number of days, which would not be editable by end Users. We have provided a sample Word letter which contains a Word 'field code' which can be copied into any letter of your own choice and modified as required. Our sample letter contains the Field Code 'Current Day + 29'.

*The letter can be found in the Capita ICS\My Report Templates folder within My Documents and is named CCS-Entity-CommLogCorrespondence.Parent Notification.ReportTemplate.Xml.*

*The system searches for the **My Documents** folder which can be on a network, server or PC.*

To bring this into the One application, go to the Communications Log and create a new Communication Log entry. Press **New** on the Quick Report panel, and select 'Import from Template' and browse to the above location. The current day + nn field code is found within the letter and can be freely copied and modified.

To edit the value of 29 we have used, highlight 'Current Day + nn'. Use ALT+F9 to display the details of the code including the value we have set of '29'. To edit 29, simply highlight and replace the 29 with a value of your choice. Press ALT+F9 again.

Click the **F9** button to update the field with a real date.

**NOTE:** If you copy this field into a letter of your own choice, you may find it does not calculate the date correctly unless you make some changes to your printing options within Word. You have to set your printing options so that the **Update fields before printing** check box is selected. To do this in Word 2007, go to the Word **Office** icon (in top left hand corner of Word screens) select **Word Options**, then **Display**, then **Printing Options** then check the box for **Update Fields before Printing**. Once this Word option is set, the field will update dynamically for you using today's date rather than the date that was 'today's date' last time the letter was produced.

More information on using **Word Field Codes** and setting the option for **Update Fields before Printing** in versions of MS Word other than Word 2007 can be found within MS Word Help files.

## Legal Actions Involvement Form (Penalty Notices Panel)

A Quick Report which will allow letters to be produced for the Legal Actions Involvement Form, which the Local Authority may choose to produce from a Timeline Workflow Activity.

Since there could be one or more records for Attendance Monitoring / Warning Letters, Penalty Notice, Parent Contract and Court Orders the system will link the individual Letter Activity and the Person that the letter is being sent to.

The Penalty Notices panel shows:

- Current Day + 30
- Current Day + 40

## Sample Attendance Timeline

As the Sample Attendance Timeline is focused around the issue of letters, some sample letters have been included that ensure the sample Timeline will work. It is possible, of course, to replace or amend the sample letters, with those of your own choice.

The list of sample letters that have been included for the Sample Attendance Timeline are as follows:

- Accompanying letter for Penalty Notice
- Attendance Home Visit
- Attendance School Meeting
- Attendance Final Warning
- Attendance First Warning
- Parenting contact letter

After upgrading to the latest release Quick Reports are automatically deployed to the following location for every client user: *Capita ICS\My Report Templates*.

The **Capita ICS** folder can be found within the **My Documents** folder of the user's machine.

Attendance Monitoring Quick Report letters are available within the Capita One application in the following locations:

- Within the Attendance Monitoring Correspondence area of the Quick Reports panel, if the user is currently within Communication Log and has a Communication Log item opened

- Within the report selector of a Letter or Email Act within a Timeline(route: Tools | Administration | Timeline Design)

**Tip:** After installing new Quick Report templates, you will need to close and re start the application.

## Help


The **Help** feature panel gives access to **System Help**, **My Help** and **Contents**.

When the **System Help** icon is clicked a split panel is displayed. This shows form help and, where applicable, field level help.

The primary purpose of **My Help** is to enable you to enter your own user notes. Some areas will already be populated with information but you can delete, add to or edit the text.

**NOTE:** The **My Help** notes are overwritten by the .rftfs on the server with the next version upgrade.

Selecting the **Contents** icon will display the **System Help** contents' hierarchy in a tree-view style. Clicking a topic from here will display that topic in the Help panel.

For larger topics the size of the **Help** panel can be increased by hovering the mouse on the upper edge of the panel; when the cursor changes shape  use the left mouse button to "click and drag" to the required size.

## Help – About

The **About** menu displays **System Information**: Assembly Version, Assembly Date, Application Server and Status. It also displays the Module name, Licence Status and Expiry Date (if applicable) of **Licensed Modules**.

## Communication Report

The **Communication Report** is located under the Help menu or from the Login page.

It is used to check the various communication links and diagnose connectivity problems. The system performs Communications checks and reports on the following: Client Resources, Deployment Server, Application Server, Report Service, Session Service, Checking Map Server Communications and Oracle Client Load Checks.

## Software Version Report

The **Software Version Report** is located under the **Help** menu or from the Login page.

The **Software Version Summary Report** gives Component Details for: Oracle Database, Application Server, Session Server, Report Server and the Client.

## My Settings

**My Settings** is located under the **Help** menu.

Individual settings and templates are stored in the following folders set in **My Settings**:

- My Settings Storage Location
- My Favourites Storage Location
- My Import Files Storage Location
- My Report Templates Storage Location
- My Offline Work Storage Location

## ■ My Offline Cache Storage Location

You have the option to move the folders to a different location. This can be helpful when running more than one copy of One on a single computer.

To move a folder to a different location:

1. Select **Help | My Settings** to display the **My Settings** dialog. The current location of the folder is displayed.
2. Select the required folder and click the **Move** button to display the **Browse for Folder** dialog.
3. Browse to a folder, then click the **OK** button. The new storage location is displayed on the **My Settings** dialog.
4. Click the **OK** button to move the relevant folder and all of its files. The **ClientSettings.ini** file is updated with the new information.

**NOTE:** The Capita One ICS part of the folder path within the **ClientSettings.ini** file is automatically created and appended by the One v4 application.

If you have already specified a new, non-default location then this is used for all the individual folders. If you change the location of the **My Settings Storage Location** folder, the following message is displayed:

Do you want to change this folder for all locations?

Select **Yes** to change all the folder locations.

Select **No** to change only the location of the **My Settings Storage Location** folder.

A check box is available if you use a portable device (USB key or portable hard disk drive) and you want your setting to be stored on the portable device and not recorded on the current workstation.

## Customize Menus


The ability to **Customize Menus** is located under the Help menu.

It will allow you to modify the positioning of and name of sub-menus and move the components around within their menu system. Customization of menus takes immediate effect.

A file is generated when the user enters the Help | Customise Menus option and clicks the **OK** button. The file is written to My Documents | Capita ICS | [My Settings](#) folder.

The following changes can be made:

- Click on the **Separator** dropdown to insert a Separator **Above** or **Below** the selected item, this can be a folder or a process.
- **Remove** an item
- Add a Sub Menu, you can Insert Above Selected Item, Insert Below Selected Item or Add as Child Inside Selected Item. A Sub Menu must have a minimum of 1 Child item.

 *Customize Menus should be carried out by a System Administrator. For further details please refer to the **Technical Guide – Configuring Menu Customisations.pdf** which can be found on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).*

## Status Bar

The Status Bar runs across the foot of the screen. It contains the Version of Capita One Smart Client, shows the status of the current process, e.g. the number of records found in a search, Error Messages, e.g. where mandatory fields have not been completed and field validation information. For all free text fields, e.g. Name fields, the number of characters allowed in the field is displayed at the right hand side of the Status Bar; it also indicates the number of characters used.

## What do you want to do?

### WHAT DO YOU WANT TO DO?

- [Record details of contact with the Subject](#)
- [Add an Injury Diagram record to the Chronology](#)
- View the Chronology via [My Cases](#) or [Person Details](#)
- [Use the Quick Reports](#)
- [Add a Case Note in the Chronology](#)
- [Link a file to a Case Note in the Chronology](#)
- [Change Case ownership in Manage Cases](#)
- [Record an Allegation](#)
- [Record a Complaint](#)

### People

- [Add a Person/Child to the database](#)
- [How to Match a Person](#)
- [View a Person's Social Network](#)
- [Search for People living at the same address using the Advanced Search mechanism](#)
- [Search for children at a particular School/Setting using the Advanced Search mechanism](#)
- [Search for records where an Exemplar answer is pre-determined using the Advanced Search mechanism](#)
- [Create an Adoption Placement record for a Child](#)
- [Print a Case Note](#)

### Adoption

- [Record an Initial Adoption Enquiry](#)
- [Complete an Adoption Application](#)
- [View the Adoption Chronology](#)
- [Add a new Event to the Adoption Chronology](#)
- [View the Adoption Register](#)
- [Complete an Adoption Registration Application](#)
- [Add an Adoption Placement](#)
- [Print a Case Note](#)

### Fostering

- [Record an Initial Fostering Enquiry](#)
- [Complete a Fostering Application](#)
- [View the Fostering Chronology](#)
- [Add a new Event to the Fostering Chronology](#)
- [View the Foster Register](#)
- [Complete a Foster Registration Application](#)

[View Fostering Placements for a Child](#)  
[Print a Case Note](#)

## Posts and Establishment

[Create Posts for an Establishment \(Team\)](#)  
[Create an Establishment \(Team\)](#)

## Forms/Exemplars

[Match a Person](#)  
[Open a blank form, eg Referral and Information Record](#)  
[Save a form for Off-Line editing](#)  
[Run an imported Template](#)  
[Use the Form Wizard](#)  
[Select an address on an Exemplar](#)  
[Clone an Exemplar for a sibling \(ie after you have added the common details on a particular Exemplar\)](#)  
[Produce an Exemplar output report](#)  
[Sign Off an Exemplar](#)


## Children's System Enquiry Forms

The Children's System is a series of forms and panels constructed in a user friendly interface, which is divided into focuses. Each focus will open with an [Enquiry](#) page, which allows you to search for the entity (Person, Establishment, etc) you are looking for.

### Enquiry Forms

This facility provides associated fields in which to enter search criteria, eg in the Person Enquiry, a minimum of 2 characters must be entered in the **Family Name** field on which to base the search; in Form Definitions, no validation is applied to the search, in which case clicking **Search** will list all forms. If known, a full or partial **Form Definition Code** can be entered as a search criterion.

The search will return a list of **items**, matching any criteria entered, for you to select from. Details of each record/report can be seen in the lower panel by selecting the **Open** icon, you can then use the up and down icons to move to the previous or next item.


You may expand or collapse the Enquiry Search Criteria panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a search. This setting will take effect on all Enquiry pages.

**Double clicking** on an item in the list or clicking **Open in New Window** will open the details form in a new scrollable window. In all cases a **Wizard** is available allowing you to move through panel by panel using **Previous** (Alt + <) or **Next** (Alt + >) instead of scrolling, (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first panel respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.



## How to use Quick Reports


The **Quick Reports** feature panel enables you to save and/or import Word templates, in XML format. These can be run to extract data from individual exemplar forms or data from a focus page, eg Person Details. Templates can be designed either as letters or as forms/documents.

 All free text fields with more than 1000 characters are converted to Memos, with full memo functionality: Undo, Redo, Font Format, Alignment, Cut, Copy and Paste. A Spell-Checker is also available.  
A memo field can be expanded to fill the screen, edited and then returned to its previous size and placed within the form/screen.

To create a Quick Report utilising CSS specific [data items](#), you must either select an existing Communication Log item or create a New Communications Log item.

Opening an existing item or choosing to create a new item will cause a second Quick Report panel to appear entitled **Communications Log Correspondence**. This is where you will see/store letters that can be linked to Timeline Correspondence Activities.

Clicking the **Action** button initially offers you the **New** menu option to open **Template from Blank Report** or **Import Template**.

 Once created or imported the templates are specific to your computer.

### CCS-Entity-CommLogCorrespondence.Parent Notification.ReportTemplate.Xml

It is not possible for Capita to provide a Quick Report data item which calculates 'Current Day + nn', where you want, for example, to send a letter such as Parent Notification, advising that a response will be required by a date that is typically 29 days after the log date, as this would be hard coded to a specific number of days, which would not be editable by end Users. We have provided a sample Word letter which contains a Word 'field code' which can be copied into any letter of your own choice and modified as required. Our sample letter contains the Field Code 'Current Day + 29'.

*The letter can be found in the Capita ICS\My Report Templates folder and is named CCS-Entity-CommLogCorrespondence.Parent Notification.ReportTemplate.Xml.*

To bring this into the One application, go to the Comm Log and create a new Comm Log entry, then press New on the Quick Report panel, and select 'Import from Template' and browse to the above location. The current day + nn field code can be found within the letter and can be freely copied and modified.

To edit the value of 29 we have used, highlight 'Current Day + nn'. Use ALT-F9 to display the details of the code, including the value we have set of '29'. To edit 29, simply highlight and replace the 29 with a value of your choice. Press ALT-F9 again.

Click the **F9** button to update the field with a real date.

**NOTE:** If you copy this field into a letter of your own choice, you may find it does not calculate the date correctly unless you make some changes to your printing options within Word. You have to set your printing options so that the **Update fields before printing** check box is selected. To do this in Word 2007, go to the Word **Office** icon (in top left hand corner of Word screens) select **Word Options**, then **Display**, then **Printing Options** then check the box for **Update Fields before Printing**. Once this Word option is set, the field will update dynamically for you using today's date rather than the date that was 'today's date' last time the letter was produced.

More information on using **Word Field Codes** and setting the option for **Update Fields before Printing** in versions of MS Word other than Word 2007 can be found within MS Word Help files.

## Legal Actions Involvement Form (Penalty Notices Panel)

A Quick Report which will allow letters to be produced for the Legal Actions Involvement Form, which the Local Authority may choose to produce from a Timeline Workflow Activity.

Since there could be one or more records for Attendance Monitoring / Warning Letters, Penalty Notice, Parent Contract and Court Orders the system will link the individual Letter Activity and the Person that the letter is being sent to.

The Penalty Notices panel shows:



- Current Day + 30
- Current Day + 40

### Template from Blank Report

1. Select Template from Blank Report

This option will open the **Template File Name** window.

2. In the **Create Template File as** box type in the document name and click **OK**.

A **Template**  icon for the new report will then be shown in the Quick Reports panel. Clicking on the new template and then the **Action**  icon again, will open an extended menu offering **Edit**, **Copy** and **Delete** options. This is also achieved by right mouse clicking on the template; this extends the menu to also include the **Run** options.

3. Select the **Data**  icon


This will open the [Data Selection](#) window showing data items to be used as merge fields. This window will stay on top while you open the template.

4. Select **Edit**

This will open a blank document in which to construct your report, using normal Word formatting. See [Data Selection](#) for guidance on inserting Data items into your template.

5. Click **Save** and close the template document

All templates are **stored** on your computer which allows you to work offline.

 *If your Local Authority require Report templates to be stored centrally please see your System Administrator.*

### Import Template

1. Select Import Template

This will open the **Import Report Template File** window.

2. Locate your **Template** file and click **Open**

The Template file will be shown in the Quick Reports panel.

The same options, as described in **Template from Blank Report**, will then be available to you.

### Run

The **Run** menu enables you to generate an imported report or a template report with merge fields in Word or as a PDF, using run-time data, for the current form (Exemplar or Focus) or screen. Highlight the Word Template displayed in the Quick Reports **Default** panel and select the required output. This report can then be saved.


For Correspondence reports generated against a Timeline highlight the Word Template in the **Communication Log Correspondence** panel, select the required output and click the **Save** button.

## Data Selection

Data items are used in the construction of a template for the actual information to be displayed at run-time.

The Data Selection window is designed to be displayed on top of a report template to allow the Data items to be easily transferred to the document as merge fields.

When constructing a report template you must **copy and paste** the Data items to your template. You **cannot** 'type' the Data item when constructing a report template; you must use 'Copy and Paste'.


 *Data items are in UPPERCASE and are preceded by the @ symbol, eg @SUBJECT.GENDER, @GROUP2.ZB001 with no spaces or where a Data Group is repetitive, such as Family Members, the Data item will be preceded by the # symbol, eg #GROUP6.ZC005.*

The Data items displayed in this window will vary according to the form, eg Person Details, or Form you currently have on screen. The list of Data items will include all items stored in the database which are associated with a Data Group. For example, a Correspondence address might not show the Country but this may be stored in the database and be available for selection, if required.

A Data item is available for **Default Address Type for ICS**; this will display in the ICS Person's **Principal Address** and will correspond to the address in the header.

Moving the mouse over a data item reveals the question on an Exemplar associated with the field or the data name for a report using merge fields on a Focus page.

Data items may be a single item, eg Family Name; a single item of data that occurs multiple times; a group of items that occurs once or a group of data that occurs multiple times.

 *All free text fields with more than 1000 characters are converted to Memos, with full memo functionality: Undo, Redo, Font Format, Alignment, Cut, Copy and Paste. A Spell-Checker is also available. A memo field can be expanded to fill the screen, edited and then returned to its previous size and placed within the form/screen.*

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## CCS-Entity-CommLogCorrespondence.Parent Notification.ReportTemplate.Xml

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To bring this into the One application, go to the Comm Log and create a new Comm Log entry, then press New on the Quick Report panel, and select 'Import from Template' and browse to the above location. The current day + nn field code can be found within the letter and can be freely copied and modified.

To edit the value of 29 we have used, highlight 'Current Day + nn'. Use ALT-F9 to display the details of the code, including the value we have set of '29'. To edit 29, simply highlight and replace the 29 with a value of your choice. Press ALT-F9 again.

Click the **F9** button to update the field with a real date.

**NOTE:** *If you copy this field into a letter of your own choice, you may find it does not calculate the date correctly unless you make some changes to your printing options within Word. You have to set your printing options so that the **Update fields before printing** check box is selected. To do this in Word 2007, go to the Word **Office** icon (in top left hand corner of Word screens) select **Word Options**, then **Display**, then **Printing Options** then check the box for **Update Fields before Printing**. Once this Word option is set, the field will update dynamically for you using today's date rather than the date that was 'today's date' last time the letter was produced.*

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A Quick Report which will allow letters to be produced for the Legal Actions Involvement Form, which the Local Authority may choose to produce from a Timeline Workflow Activity.

Since there could be one or more records for Attendance Monitoring / Warning Letters, Penalty Notice, Parent Contract and Court Orders the system will link the individual Letter Activity and the Person that the letter is being sent to.

The Penalty Notices panel shows:

- Current Day + 30
- Current Day + 40

## Person Focus

### Person/ICS Person Focus

The **Person** or **ICS Person** focus provides access to all components of a person record, this area is composed of **Person Details**, **Unique Identifiers**, **Address Details**, **Language and Means of Communications**, **Ethnicity and Nationality**, **Religion and Culture**, General Practitioner, Health Visitor, Lead Professional, **Disabled**, **Child Protection** and **Registration**, **Looked After** and **History**, **Special Requirements**, **Hazards**, **Deceased Details** and **Missing Persons**. Each area of a Person record is displayed in a separate panel.

When the Person Focus is selected, the **Person Enquiry** form is displayed which allows you to select a Person record from the One database. You can then enter search criteria to locate the required record.



*Caution must be observed when changing data to specific fields as such changes will update the One database affecting all associations.*

### Data Items in the One Database

When Person Details are changed they will update the One database, therefore, accuracy should be confirmed before saving any changes.

These items are:

Name and Address fields, Date of Birth, Gender, Email Address; UPN (Unique Pupil Number), National Insurance Number; Immigration Status, Ethnicity; Religion; Contacts (eg Health Visitor, General Practitioner); Disability fields; Child Protection Registration; Looked After information.

### Person Enquiry

This page is opened when the Person Focus is selected. It allows you to search for and select a Person record from the One database.

Enter **full or partial** search criteria in the fields to find the required record. The search fields are: **Family Name**, **Given Name**, **Given Name 2**, **Gender**, **Date of Birth**, **Post Code** and if appropriate **Deceased** status. You can also search on **ID** and **ID Type**.

Clicking **Search** will return a list of all people matching the criteria. Details of each record can be seen in the lower panel by selecting the **Open** icon, then use the up and down icons to move to the previous or next record.

The browse in which all return names are displayed shows a summary of Person Details, including the Case Owner column which will display the Key Worker name. The **Flags** column responds to a schedule of tasks which is set up on the server by the System Administrator. When **certain areas** of the Person Details are edited these flags will be updated at the next scheduled time. The Child Protection flag will be removed if the answer on a Review exemplar to the question "Remain on CPR?" is No.

A case would be determined as being Open or Closed as follows, if there is ANY case which has a Case Start Date which is less than the System Date and a null Case End Date or a Case End Date which is after the System Date then this is deemed to be an Open Case and a flag of O should be displayed in the Search results against that person. However if there is no Open cases but there is a case which has a Case End Date which is before the System Date then this is deemed to be a Closed Case and a flag of 'C' should be displayed. If there are no open or closed cases then an indicator is not displayed.

*If the **Person Enquiry** is being used to search for a **Match** in the One database, highlight the required person and click the **Select** icon or press the ENTER key. This will close the dialog and populate the Name and Address fields with details stored for the selected person.*

The [Advanced Person Search](#) facility allows you to locate a child or young person by entering a criterion in one of the following search mechanisms: an Address, School, Early Years Setting, Exemplar or **Reference Search**. This is accessed by clicking the **Advanced Person Search** hyperlink in the **Links** feature panel or from the **Focus** menu.

The **Links** panel, at this point, contains hyperlinks for the selected Person, to [Case Notes](#), [Child Protection](#) details, [Chronology](#), [Fostering Placements](#) [ICS Person Details](#) and [Social Network](#).

**Double clicking** on an item in the list or clicking **Open in New Window** will open the **Person Details** panel in a new scrollable window. In all cases a **Wizard** is available allowing you to move through each details panel by clicking **Previous** or **Next** instead of scrolling down the page. To return to a scrollable form click **Finish**.

### Add a New Name to the Database

If the Person Enquiry search fails to return an appropriate match, a name can be added to the database by clicking the **New** icon. This will open a blank page in which you can enter or select from the relevant drop-down lists details of the new person. [Address Details](#) must be added using the Address match facility, activated by clicking the **Add** icon. Clicking the  **More** icon will open the [Address Enquiry Search](#) dialog to find or define the address.

Clicking **Save** will add the new name to the database.

## Person Details

The **Person Details** page is opened by selecting a person from the **Person Enquiry** search page or when viewing details of a person by clicking the **Matched** hyperlink on a selected Form.

The **Person Details** page is displayed as a series of panels, each panel representing a component of a child's record. The components are: [Person Details](#), [Unique Identifiers](#), [Address Details](#), [Language and Means of Communications](#), [Ethnicity and Nationality](#), [Religion and Culture](#), [General Practitioner](#), [Health Visitor](#), [Professional Involved](#), [Court Orders](#), [Disabled](#), [Child Protection](#) and [Registration](#), [Looked After](#) and [History](#), [Special Requirements](#), [Hazards](#), [Deceased Details](#) and [Missing Person Events](#).

The page becomes scrollable when the number of panels is more than your monitor can display. Each panel is represented by a hyperlinked tab at the top of the form, making it easy to select the panel you wish to see.

Alternatively, click the **Wizard** icon,

*Where applicable, these details will automatically populate sections of Forms where the Person is matched as the subject of a report.*

Clicking the **Set ACL** icon opens the [Access Control List Definition](#) dialog allowing you to define access levels to data for individual **Users** or users in a specific **Post** or **Group**.



Clicking the **Data Panels** icon opens the [View/Hide Data Panels](#) dialog which allows you to hide infrequently used panels it can also control which panels are displayed to Users.

Clicking the **Alerts** icon opens the [Alert Messages](#) dialog for the current person, displaying existing messages and allowing you to add new messages. These messages are displayed when the person record is opened.

Clicking the **EDRMS** button displays details of the person's record.

A report for the current person can be generated by clicking the **Consolidated Report** icon. This opens the [Build Consolidated Report](#) dialog.

The **Links** panel, at this point, contains hyperlinks to the selected Person's [Case Notes](#), [Chronology](#), [Fostering Placements](#), [Child Protection](#) records, [Relationships](#) and [Social Network](#).

[Quick Reports](#) can be available.

## Person Details Panel

The **Person Basic Details** panel provides **core** and additional required information from the One database.

The fields in this panel are: **Title, Family Name, Given Name, Chosen Family Name, Chosen Given Name, Given Name 2, Gender, Date of Birth.** The **Estimated Due Date** is specifically for recording an Unborn child record. An **Email Address** can be recorded.

If the person is under the age of 18 years, he/she is known as a minor; this can be indicated on the record by checking the **Minor** box.

Check the **CYP** indicator to record the person as a Child & Young Person.  
Check or uncheck to record whether the person is a **Student** or not.

Click on the dropdown to select the **Default Address Type for ICS**. When the record is saved the Address in the header will correspond to the selection.

Additional information available to Person Details are: [Unique Identifiers](#), [Address Details](#), [Language Means of Communications](#), [Ethnicity and Nationality](#), **Religion and Culture**, [Registered Disabled](#), [Child Protection](#) and **Registration**, [Looked After](#) and [History](#), [Special Requirements](#), [Hazards](#), [Deceased Details](#) and [Missing Person Events](#).

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

RapidSpell is available in the following areas of **ICS Person Details**:

- Address Line memo
- Missing Person's memo
- Child Protection – Comment
- Case Note – People Present, Case Note Summary, Case Note Detail

## Unborn Child

In this scenario the names given to the record should be the mother's name; an Entity ID will automatically be assigned by the system.

### Surname

The Person's registered FAMILY NAME. This is a mandatory field and a record cannot be saved without an entry.

### Forename

The Person's registered GIVEN NAME. This is optional.

### ChosenSurname

The **preferred** FAMILY NAME used by the Person. This is optional.

### ChosenForename

The **preferred** GIVEN NAME used by the Person. This is optional.

### Midname

Enter the Person's MIDDLE name. This is optional.

### Gender

Enter the appropriate single character to represent **Male** or **Female**. A new record will default to **Not Specified**, this can also be applied to a record for an unborn child. A non-valid entry will be ignored.

### DateofBirth

This field will display the Person's **Date of Birth**. For a new record enter the Person's DoB in the format, dd/mm/yyyy. An invalid format will be ignored.

### EmailAddress

This can be the **Email Address** of the Person's parent/guardian or other responsible contact.

### Default Address Type for ICS

Use this field to record the **Default Address Type**. The corresponding address will be displayed in the header of the ICS Person when the record is saved.



## Unique Identifiers

This panel allows you to record identifiers associated with the Person. The **Person ID**. Provision is available to enter a **Legacy System ID**,

External System

**DWP**, **NHS**, **NI** and the facility to record any other identifiers for the person.

### EntityID

This is a unique **Person Identifier** used by the One system for each Person record.

### Legacy System ID

Enter any other identifier, eg GUID, associated with the Child or Young Person.

### DWP

This is the Department of Work and Pensions identifier.

### NHS

This is the National Health Service number

### NI

This is the National Insurance number. . Enter in *nnnnnnnn* format.

### UPN

This field will display the Person's **Unique Pupil Number**. For a new record enter the correct UPN.

The UPN is generated either by the School or the Local Authority and will facilitate the tracking of pupils' progress through the school system. These numbers will be included in test registrations submitted to QCA for those pupils taking Key Stage 2 or 3 tests.

A UPN is allocated to all new pupils on first entry to school. Where a Person is relocated to a new school a temporary UPN will be allocated until the Person records are transferred.

## Address Details

The **Addresses** panel lists all addresses in the One database associated with the Person record. The list shows **Start** and **End Dates**, if recorded, **Address Type**, a **Correspondence** indicator and **Address Details**. Clicking the  **Ellipsis** (More) button opens the [Address Enquiry Search](#).



*Caution: Addresses added or changed will be written back to the One database which could affect other records.*

Contact telephone numbers can be recorded for the subject of the record. These are **Primary Contact**, **Work Contact** and **Mobile** numbers.

The date cells are optional and may not be relevant in most cases but a date can be entered, for example, when correspondence must be sent to an address for a specified period only or where an address is for short-term foster parents. Dates must be entered in dd/mm/yyyy format or selected from the drop-down calendar.

All addresses **must** have an **Address Type**, a **Correspondence** address indicator and **Address Details**

ContactPoint uses the **In England** flag to determine whether a child's address is in England or not and is therefore used when determining whether ContactPoint is legally allowed to store the child's data or not.

## Address Enquiry (Search)

The **Address Enquiry** is opened by clicking the  button when adding an address for a person. It may also be opened by clicking the  **Address Match** icon when [matching a Person](#) to the One database.

It allows you to search for an address in the One database by Post Code and/or Address information.

Enter a minimum of two characters into the **Post Code** field (eg MK) and click  **Search**. This will retrieve all addresses matching the Post Code criterion. Entering a refined Post Code (eg MK40) will act as a filter and return fewer addresses.

The **Address Line** can be used on its own by entering partial address information, eg a few characters of a street name. This may, of course, return too many addresses.

The **Address Line** combined with the **Post Code** can also be used to refine the search by entering a minimum of three characters, eg 2 Hi.

Highlight an Address and click **Select**.

The selected address will be inserted into the Address field on the Person Details page.

Once a search has been made, other options are available to **Add Address**, **Add Dwelling** and **Edit Address**.

## Add an address

- Click the **Add** icon. This will create a new line in the address list.
- Enter a Start Date, if required.
- Enter an End Date, if applicable.
- Clicking in the Address Type cell will make a drop-down arrow appear. Click this arrow and select an Address Type from the list.
- Check (tick) the box to indicate it is a Correspondence address (if appropriate).
- Complete the Address cell by clicking the ellipsis button and then follow the Address Enquiry search process.


Save the record by clicking the **Save** icon located at the top of the page.

## Add Dwelling

If a search from the **Address Enquiry** doesn't return the exact dwelling address, clicking the **Add Dwelling** option opens the **Add New Dwelling** dialog. This allows you to add a new dwelling to an existing address in the database. When opened, the dialog will be prepopulated with details of the highlighted address.

Enter dwelling details, for example, **Flat Name**, **Building Name**, **Number**. Other information may be added, such as, **Telephone Number** or Ordnance Survey reference (**OSAPR**).


Click **Save**.

 **Caution:** it is advisable that **Easting** and **Northing** geocode information should not be changed as this is used for calculating distances for A&T Transport Assessment. Read-Write permissions are required for the "Save Address Geocode" under the "Addresses" business process.

## Edit Address from the Address Enquiry


The **Edit Address** option from the **Address Enquiry** dialog is enabled after a search has been made. It allows you to edit details of an existing address. The **Edit Address Details** dialog will be prepopulated with details of the highlighted address.


After editing an address and clicking **Save**, a message will be displayed, "Do you wish to update the existing address? Selecting 'Yes' will update the selected address with the details entered. Note: any changes made will affect all entities associated with this address. Selecting 'No' will create a new address with the details entered.

 *Caution: it is advisable that **Easting** and **Northing** geocode information should not be changed as this is used for calculating distances for A&T Transport Assessment. Read-Write permissions are required for the "Save Address Geocode" under the "Addresses" business process.*


## Edit One Line Address from Person Details

The **Address Manager** dialog is opened by clicking the  **Edit** icon in the **Addresses** panel of Person Details. This dialog displays two panels **Address Details** and **GIS Details**.

To edit the **One Line Address** click the  house icon adjacent to the field, this opens the **Address Enquiry** dialog prepopulated with details of the existing address. Clicking **Search** will return all address matching the **Postcode** and **Address Line** criteria. Alternatively, the **Add Address**, **Add Dwelling** and **Edit Address** options are available.

 *Caution: it is advisable that **GIS Details** should not be changed as this is used for calculating distances for A&T Transport Assessment. Read-Write permissions are required for the "Save Address Geocode" under the "Addresses" business process.*

## Address Enquiry

The **Address Enquiry** is opened by clicking the **ellipsis** button in the Person Details panel. It allows you to search by full or partial Post Code or Address. Enter a minimum of two characters into the **Post Code** field (eg MK) or three characters in the **Address Line** (eg 2 Ma, as in 2 Main Street) and click  **Search**.

## Language and Means of Communication

The fields on this panel allow you to record the means of communication used by the Person and any specific requirements. This information includes recording the Person's first and second **Languages**, Means of Communication, if not Language and to indicate whether an **Interpreter** or **Signer** are required to communicate with the Person.

## Ethnicity and Nationality

If the Person is not British, this panel allows you to record details of their **Ethnicity and Nationality**. This information also includes: **Home Office Registration No** and their **Immigration Status**. A text box is available to enter any relevant notes regarding ethnicity.

### Nationality

If the Person is not British record the Person's nationality by selecting from the drop-down list of Nationality codes.

## HomeOfficeRegistrationNo

If the Person is not British and registration has been applied for, enter the Person's Home Office Registration Number.

## ImmigrationStatus

If the Person is not British select an appropriate status from the drop-down list.

## Ethnicity

If the Person is not British record the Person's ethnicity by selecting from the drop-down list of Ethnicity codes.

## FurtherEthnicityDetails

Any additional relevant information regarding the Person's ethnicity may be entered in this free-text box.

## Religion and Culture

Select from the drop-down lists to complete the Person's **Religion** and **Culture** details.


## General Practitioner

The **General Practitioner** panel will show the name of the Person's GP or Doctor, if it already exists in the One database. These are recorded as Contacts for the Person record. If additional Doctors are required these must be added as Contacts with the role of Doctor via One.

The browse shows the Doctor's full name, an **Email** address and **Telephone** number, if the information is recorded, **Start** and **End Dates**. A Name and Start Date are mandatory for all GPs in the list, other information will be displayed if recorded in the One record. The browse can be ordered by clicking a column header, eg Doctor, Start Date; this is called "click sort".

An **End Date** can be added for a GP by clicking the down-arrow in the End Date column. This will display a calendar for you to pick the appropriate date. If an End Date is added it will update the One database for that person's record. Existing information cannot be deleted or changed.

To add a GP/Doctor to the Person Details GP panel click the **Add** icon. This will create a new row in the GP list.

To populate the row click the Doctor name selector  icon. This will open the [Doctor Browse](#) which will display a list of available Doctors from which to choose.

To use the **Remove** functionality, highlight a GP/Doctor and click the **Remove** icon. This will remove the GP/Doctor from the Person's record and will **not** delete the GP/Doctor from the One database.

## Doctor Browse

The **Doctor Browse** will display a list of people defined in One as contacts with the role of Doctor. For each person in the list the browse will show the **Family Name**, **Given Name**, an **Email** address and **Telephone** number if the information is recorded.

The **Looking for** and **Search by** options provide a way of searching through a long list of names. To use this functionality select a Search by option, by default this will be Family Name but does offer other column headers, ie Given Name, Email and Telephone.

When the **Search by** has been selected enter one or more characters of the name in the **Looking for** box and the highlight will automatically move to the first instance of those characters.

Highlight a name and click **Select**.

*Additional names must be added by a One user via One Contacts.*

## Health Visitor

The **Health Visitor** panel will show the name of the Person's GP or Doctor, if it already exists in the One database. These are recorded as Contacts for the Person record. If additional Health Visitors are required these must be added as Contacts with the role of Health Visitor via One.

The browse shows the Health Visitor's full name, an **Email** address and **Telephone** number, if the information is recorded, **Start** and **End Dates**. A Name and Start Date are mandatory for all Health Visitors in the list, other information will be displayed if recorded in the One record. The browse can be ordered by clicking a column header, eg Health Visitor, Start Date; this is called "click sort".

An **End Date** can be added for a Health Visitor by clicking the down-arrow in the End Date column. This will display a calendar for you to pick the appropriate date. If an End Date is added it will update the One database for that person's record. Existing information cannot be deleted or changed.

To add a Health Visitor to the Person Details Health Visitor panel click the **Add** icon. This will create a new row in the list.

To populate the row click the Health Visitor name selector icon. This will open the [Health Visitor Browse](#) which will display a list of available Health Visitors from which to choose.

To use the **Remove** functionality, highlight a Health Visitor and click the **Remove** icon. This will remove the Health Visitor from the Person's record and will **not** delete the Health Visitor from the One database.

## Health Visitor Browse

The **Health Visitor Browse** will display a list of people defined in One as contacts with the role of Health Visitor. For each person in the list the browse will show the **Family Name**, **Given**, an **Email** address and **Telephone** number if the information is recorded.

The **Looking for** and **Search by** options provide a way of searching through a long list of names. To use this functionality select a Search by option, by default this will be Family Name but does offer other column headers, ie Given Name, Email and Telephone.

When the **Search by** has been selected enter one or more characters of the name in the **Looking for** box and the highlight will automatically move to the first instance of those characters.

Highlight a name and click **Select**.

*Additional names must be added by a One user via One Contacts.*

## Professionals Involved

### Professionals Involved

The **Professional Involved** panel will show the name of the **Key Worker** and name(s) of other professional contacts for the current Person where the contact has a defined role in the One database (this excluded [GPs](#) and [Health Visitors](#) which are recorded in their own panel).

The same professional may be assigned for the same period of time with different roles and involvements but cannot be assigned the same role/involvement twice within a given period. Another Key Worker may be entered with a future Start Date which is after the End Date of the current Key Worker.


The browse shows the Professional's full name (if he/she has been made **Inactive** the System will display an Information icon), the **Start** and **End Date/Times**, **Role Description** (read-only) and **Involvement Type**. A Name and Start Date are mandatory for all contact Professionals in the list. The browse can be ordered by clicking a column header, eg Role Description, Start Date; this is called "click sort".

*As an Audit Trail of assigned Key Workers is maintained by the system, once saved Key Workers **cannot** be modified or deleted from the record. The End Date field is only active until a date is entered and saved. **Permission** can be assigned, through **User Group Permissions** to allow, in exceptional circumstances, a Key Worker to be changed.*

An **End Date** can be added for a contact by clicking the down-arrow in the End Date column. This will display a calendar for you to pick the appropriate date. If an End Date is added it will update the One database for that person's record. Existing information cannot be deleted or changed.

The **Active Only** option allows you to filter the list of Professional to current contacts only. The default setting shows all contact professionals both active and inactive.

To add a Professional to the Person Details Professional Involved panel click the **Add** icon. This will create a new row in the list.

To populate the row click the **Professional Involved** name selector  icon. This will open the **Professional Involved Browse** which will display a list of available Professionals from which to choose.

If the person selected has no role, the Role field will be blank, otherwise the Role will be displayed. Where a person has more than one Role a list will be presented from which to select.

To use the **Remove** functionality, highlight a Professional and click the **Remove** icon. This will remove the name from the Person's record but will **not** delete the Professional from the One database.

## Court Orders

This panel records details of any Court Orders for this person. The information stored is Student Name, Carer Name, Court Order Type, Start Date, End Date and Prosecution.

**Add**, **Edit** and **Remove** functions are available.

Clicking the **Add** icon will open the [Court Order Details](#) dialog allowing you to create a new Court Order record. If the person is also considered to be a student, this information will be available from the Student Focus.

## Professional Involved Browse

The **Professional Involved Browse** will display a list of people or professional contacts with roles defined in the One database. For each person in the list, the browse will show the **Family Name**, **Given Name** and **Role Description**.

The **Looking for** and **Search by** options provide a way of searching through a long list of names. To use this functionality select a Search by option, by default this will be Family Name but does offer other column headers, ie Given Name, Email and Telephone.

When the **Search by** has been selected enter one or more characters of the name in the **Looking for** box and the highlight will automatically move to the first instance of those characters.

Highlight a name and click **Select**.

*Additional names must be added by a One user via One Contacts.*



## Registered Disabled

### Registered Disabled and Multiple Disabilities

If the Child or Young Person is disabled, this panel allows you to record details of one or more disabilities. Check the first box to indicate that the Person is disabled. Multiple disability statistics are required for DfE Statutory Returns. Then, if appropriate, check the second box which indicates that the Person is on the Disability Register.

The **View Current Disabilities only** box is defaulted to True, meaning that only Disability records without an End Date will be displayed. To view all Disability records for the person, uncheck the box.

To record disability details click the **Add** button. This opens the [Disability Details](#) dialog which allows you to select the appropriate disability and set a Start date. A disability can also be flagged as a **Primary Disability** but only one Disability record for the person can be set as Primary. Duplicate disabilities for the same period cannot be added. An **End Date** is only to be used for closing a Disability record; such records will then not be included in Statutory Returns.

If a new Disability record is being added and other Disability records exist without End Dates, a message will be displayed listing all Disability records without an End Date for the person. The message will ask if you wish to end these disabilities, if you respond **Yes** you will be returned to the Person Details page from where you can edit the records. Selecting **No** will allow you to continue creating a new Disability record.

To **Edit** a record, for example, to end the disability period, highlight the record and click the **Edit** button. This will open the **Disability Details** dialog in which you can make the necessary changes.

To **Remove** a record, highlight the record to be deleted and click the **Remove** button. After confirmation that you wish to continue, details of the disability will be deleted from the database Table and it will be removed from the list.

## Looked After Child

The Looked After panel of the record allows you to indicate whether the Child or Young Person is currently registered as Looked After by another CSSR and/or has previously been registered by any CSSR.

Respond to these questions by checking the boxes appropriately.

## Looked After History

This panel allows you to add or remove Looked After details. It shows previous and current Looked After records for the Child or Young Person and is displayed in browse (list) format showing the **Name of the CSSR**, the Category, and **Start** and **End Dates** of Looked After records.

Clicking the **Add** button will add a new row to the browse. Select items from the drop-down lists to complete appropriate fields in the browse and click the drop-down arrow in the date fields to select dates or enter a date in dd/mm/yy format.

Clicking the **Remove** button will delete the highlighted row.

## Special Requirements

If Social Services visitors feel it is pertinent to alert colleagues to any special quirks associated with the Child or Young Person, this box allows you to enter the relevant information in free text format.

The text box is scrollable allowing you to enter a full description of the requirements.

## Hazards

This text box enables you to record details, in free text format, of any hazards, eg vicious dog, that the Social Services visitor needs to be aware of which may put them in a potential personal risk situation.


The text box is scrollable allowing you to enter a full description of the requirements.

Clicking on the **Risks** link in the **Links** panel, enables the user to see all risks and hazards associated with the person.

## Child/Young Person: Deceased Details

This panel allows you to record appropriate dates regarding the death of a child or young person who has a Social Services record. The mandatory dates required by the system to allow the record to be saved are, the **Date Notified** and **Date Deceased**; an optional date is **Date Confirmed**.

## Missing Person Events

This panel allows you to record a sequence of dates to record instances of a child or young person reported missing. Clicking the  **Add** icon creates a row allowing you to add a date to record **Identified Missing**, **Police Informed**, **Social Care Informed** and **Date Found**. All dates can be edited if necessary. In add mode the **Notes** column displays a **Memo** icon, which when clicked opens a Memo dialog to enter additional information. When the record is saved clicking the **Memo** icon allows you to add more details if appropriate. If more than one missing person record is added, the memos are record specific.

To delete a record, select the required row and click. If a row is not selected and the **Remove** icon is clicked, the most recent record will be deleted.

### Date Notified

This is the date when the Social Services were notified of the death of the current child or young person.

### Date Deceased

This is the date the child or young person died.

### EthnicOrigin

This field is populated by selecting from a lookup of national Ethnicity codes.

### HomeReligion

This field is populated by selecting from a lookup and is the chosen Religion currently practiced.

### FirstLanguage

This field is populated by selecting from a lookup and is the Person's main language.

### SecondLanguage

This field is populated by selecting from a lookup and is the Person's second fluent language.

### CommunicationMeans

If the person's means of communication are not solely language record any special requirements. Select from the drop-down list: British Sign Language, Oral/Aural (supported by hearing aid with lip-reading), Sign Supported English (BSL together with fingerspelling and lip-reading in English word order) or Total Communication (a combination of methods adopted according to needs, this may be lip-reading, fingerspelling and/or sign language)



## InterpreterRequired

Check (tick) this box if an interpreter is required.

## SignerRequired

Check (tick) this box if a signer is required.

## Support Details

This panel is a series of checkboxes and lookups which allow you to record support information about the Person and its family. These are optional fields but the information provided allows the Local Authority to analyse and supply information to the DfE.

Each box has three meanings: Checked = True, Unchecked = False, Blank = Not known or information not recorded.

Checkboxes will, by default, be blank.

## RegisteredDisabled

Check if the Person is officially **Registered Disabled**. A checkbox has three meanings: Checked = True, Unchecked = False, Blank = Not known or information not recorded

## SocialServices

Check this box if the Person is monitored by the Social Services

## AsylumSeeker

Check if the Person is a member of an **Asylum Seeker** family.

## AsylumStatus

Indicates the application status of the Asylum Seeker, eg Refugee; select from the lookup.

## InCare

Check if the Person has a Care Order against them.

## SEN Stage

This is the status of the Person's SEN record. This is populated by selecting from a lookup and will give the following options: **A** = School Action, **P** = School Action Plus, **Q** = School Action Plus - Under Assessment, **S** = Statement.

The Stage automatically updates to the current status of the Person's SEN record.

## School Details

This panel gives access to the name of the Person's school.

## Current School

This field displays the full name of the Person's **Current School**.

## Relationships

*The following reference guides are available on the **One Publications** website ([www.onepublications.com](http://www.onepublications.com)) to help with this process:*

RG\_Relationships\_Case Notes  
RG\_Relationships\_Contact Record  
RG\_Relationships\_EHCP  
RG\_Relationships\_Exemplars  
RG\_Relationships\_Social Network.

Relationships records the associations between people.

The functionality to record relationships is available in the following areas:


- [Case Notes](#)
- [Contact Records](#)
- **Education, Health and Care Plan (EHCP)**
- [Exemplars](#)
- [Social Network](#)

Click the **Show/Hide Relationships** button at the top of the screen, depending if you wish the relationships to be seen. If you do not want the relationship panel to be seen on any screen for a particular user, click the dropdown arrow and deselect **Always show relationships panel**.

On the **ICS Person Details** page, relationships is a link in the **Links** panel. For a **Person** or a **Student**, relationships are accessed via their social network. The functionality to record relationships in the Education, Health and Care Plan (EHCP) is initially carried out when a new EHCP is created.

The **Relationships** panels contain the **Subject** and the **Relationship Details**.

The browse contains people that may have a relationship (sibling, mother etc.) to the Subject, with the following **headings**: **Flags**, **Subjects Relationship To**, **Name and Address**, **Age**, **Primary Contact No**, **PR** (Parental Responsibility), **MC** (Main Carer), **S** (Sensitive) and **M** (Memo)..

 To add a memo you need to edit the record and then click the **Memo** button. Once the memo has been saved the icon changes from blue to red.

Click the **Add** button to open the **Person Enquiry**. **Highlight** the required records and click the **Select** button to add the people to the **Person Relationship** window. From here you can edit the details.

The **Subject's** name is displayed; click the **Details** button to view the related details. The selected people are listed in the **Relationships** panel.

Highlight the required records, click on the dropdown to select a **Relationship Type** and click **Apply to Selected**. Select a **Start Date** (Edit Value) and **End Date** (if required) from the **dropdown**.. If required, select **Main Carer**, **Parental Responsibility**, **End Reason**, **Sensitive** and add a **Memo**.

When all of the relationships have been defined, click the **Save** button.

To make any changes to a relationship click the **Edit** button.

To view the person details click the **Details** button.


Click the **Remove** button to delete the record.

Click the **OK** button to return to the **Person Details** window.

## Social Network

Reference Guide **RG\_Social Network** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

The **Social Network** is an eco-gram for the selected child. This is a graphical representation of the child's family and social contacts, and is opened by clicking the **Social Network** link in the **Links** panel. This is only accessible from the [Person Focus](#).

 If there are more than 100 relationships of the same **type**, a warning message identifying the number of each type will pop up and the Social Network will not be displayed. If the type that exceeds the maximum allowed is filtered out, using the appropriate **Filter** button, the remaining relationships will be displayed. For example:

*If the Subject's address is unknown and there are many associations where the address is also unknown, these will be considered to be the "same address", therefore if there are more than 100 the Social Network page will be blank and the Same Address filter button must be clicked. In these circumstances this element of the Social Network will never be displayed*

Where **Contacts** are recorded in the One database, these will automatically be displayed in the eco-gram, represented as a **box** showing the person's name. Pointing the mouse at a name will expand the box displaying related details, eg address, gender, association. Each box is linked to the subject by a line with an intersection showing the Association Type, for example, Mother, Father, Sibling, Head Principal, Education Psychologist. When pointing on the **Subject** of the Social Network the expanded box will display a list of association types recorded for the subject. This information cannot be changed.

*If a founded allegation against a Carer is recorded an association is created between the Abused and Abusee. Such associations are not displayed on the Social Network.*

If the diagram is larger than the available screen size, clicking the **Centre** button centres the diagram. If the diagram layout has been changed, clicking the **Refresh** button returns it to its original layout.

The eco-gram can be filtered, by clicking the appropriate button at the top of the graph, to show **Associations, CSS LA Professionals, Contacts and Other Organisations, Same Address, Parent/Carer and Current.**

**Relationships** to the Subject are recorded below the **Social Network**.

Clicking on a box in the **Social Network** and then clicking the **ICS Person Details** or **Person Details** hyperlink in the **Links** panel opens the details of that person.


The **Links** panel also contains links to **Carers, Other Contacts** and **Risks** according to licences and permissions.

## Relationships – Social Network

*Reference Guide **RG\_Relationships\_Social Network** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

The **Relationships** for the subject are displayed in the browse below the eco-gram under the headings of **Flags, Subjects Relationship To, Name and Address, Age, Primary Contact No, PR** (Parental Responsibility), **MC** (Main Carer), **S** (Sensitive) and **M** (Memo).

Click the **Add** button to open the **Person Enquiry**, select a person. The **Person Relationship** browse opens. Highlight a **record** and click the **Relationship Type** dropdown. Click on the **Apply to Selected** button to populate the browse. A **Start Date** and **End Date** can be entered. If required, select **Main Carer** and **Parental Responsibility**. If required, you can enter an **End Reason, Sensitive** and add a **Memo**.

 *To add a **Memo** you need to edit the record and then click the **Memo** button. Once the memo has been saved the icon changes from blue to red.*

To make any changes click on the dropdown arrows, select the data, then click the **Apply to Selected** button. To add a new person, click the **Add** button. If you click the **Remove** button you are asked for confirmation:

*Do you wish to remove the following Relationships?*

When the relationships have been defined, click the **Save** button to return to the **Social Network**. You may need to use the double arrows to adjust the **Relationships** panel.

To make any changes to the **Relationships for**, click the **Edit** button and then save the changes. The record can be **removed**. Click the **Details** button to view the person details.

## Print

Using the **Quick Reports** functionality allows you to print a copy of the eco-gram. To do this, follow the instructions on [How to use Quick Reports](#).

Select **Action | New | Template from Blank Report** and add the **Data Fields** to it. Save the template and **Run** the report.

## Chronology

*The **Chronology** page is dependent on your licence and permissions.*

*Permissions are assigned via **Tools | Permissions | User Group Processes**. In the **Main Business Processes** dropdown box, select **Chronology**.*

The **Chronology** page is accessed by clicking the **Chronology** hyperlink in the **Links** panel which is accessible from the following areas:

- [Person Focus](#)
- [ICS Person Focus](#)
- [Student Focus](#)
- **My Cases** on the [My Home Page](#).

The chronology records significant events and changes in the life of a person. The chronology automatically displays the person's birthday as an event. This places other chronological events into context with a person's age.

You can record if a case note is a key event in the chronology.

If there are any [linked files](#) attached to the chronology, this is also displayed.

The page enables you to log **events** that build a child's chronology. When saved, each event record is automatically added to the list in the **Chronology** panel; events are displayed in descending date and time order, with the most recent at the top. Click on a column header to sort by that criteria. The column by which the chronology is ordered is indicated by an ascending or descending arrow; click the column header again to reverse the order.

The filter functionality is available for each of the columns in the **Chronology** panel. Click the filter icon to select a **filter**.

You can also drag any of the column headings to the top of the browse list to group the records by that criteria. Click the cross on the **Group By** button to return to the chronology browse list.

Each column has a **Search** field, enabling the user to search for a record by using a specific string of characters relevant to the context of that column.

It is possible to group data according to the data types in each of the columns. For example, you can group the data by **CRN Number** or by **Type**.

The grid can be set up to highlight specific record types. For example, if a service wants to quickly identify if a child has any placement records that particular child's chronology can be set up to highlight in red all placement records that child.

It is also possible to [export the data](#) displayed in the grid to an Excel spreadsheet.

The following areas are accessible from the **Links** panel, depending on your licence and permissions:

- [Activities](#)

- [Case Notes](#)
- [Child Protection](#)
- **Communication Log**
- [Person Details](#) or [ICS Person Details](#)
- **Involvements**
- **Risks**
- [Social Network](#).

## Chronology Results Grid

The **Chronology Results Grid** makes accessing information easier and enables users to monitor cases using markers against specific information.

It is possible to filter a record by entering criteria in a column filter, to group the information in a flexible way, and to configure the grid to highlight particular records based on the individual needs of the user.

There are two levels of data filtering; the first stage of data filtering is based on the criteria entered in the **Filter** panel. When the user leaves the Chronology, One remembers the criteria entered on this panel (based on the user and subject combination), so that, when the same user subsequently opens the Chronology for the same subject, One displays the data based on the criteria saved in the **Filter** panel.

When the user enters the criteria in the **Filter** panel and then clicks the **Search** button, One populates the grid with the relevant data. It is then possible to undertake more detailed searches within the grid.

One remembers the formatting of the grid based on the user and the subject. One does not remember the filtering undertaken at the grid level. Therefore, when the user leaves the Chronology and then goes back into the Chronology of that person, One displays the data in the grid based only on the filtering in the top **Filter** panel.

It is also possible to [export the data](#) displayed in the grid to an Excel spreadsheet.

Events created manually are **User Defined Chronology** events. Such events will have a checkbox in the Chronology column which allows you to filter on checked **User Defined Chronology** events.

### ➡ [Adding Chronology Events](#)

The list of events can be filtered by specifying which events you wish to see.

Using the **Event** selector allows you to filter by Event Type, eg Case Notes, Child Protection Contact Enquiry. To filter, select the required **Event Type** criteria and click the **Refresh** icon. If Event Type, User Defined Chronology is selected it will only display those events which are checked.


The **Events Within** filter will show **All** events by default or you can select events recorded during a period within the **last**.

The **Person's Basic Details (Person Summary)** are displayed beneath the Chronology filter fields.

A **Specialist Chronology** can be viewed by clicking the **View Specific Chronology** drop-down menu and selecting the **specialist area**.

Clicking the **Export** icon will export the contents of the Chronology in XML format to your local PC or a Network location. A message will be displayed asking you, "Do you wish to create a new Case Note to record this export?"

Respond appropriately.

 All free text fields with more than 1000 characters are converted to Memos, with full memo functionality: Undo, Redo, Font Format, Alignment, Cut, Copy and Paste. A Spell-Checker is also available.  
A memo field can be expanded to fill the screen, edited and then returned to its previous size and placed within the form/screen.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Export to Excel

To export the details from the [Chronology Results](#) grid, or the [Audit Results Data](#) grid as an Excel spreadsheet:

1. Click the **Export to Excel** button to display the **Export to Excel** dialog.
2. Select a location to save the spreadsheet to.
3. Enter a **File Name**.
4. Click the **Save** button; the saved spreadsheet opens.

## Adding Chronology Events

*Adding certain chronology events is dependent on your licence and permissions.*

Clicking the **New Events** icon displays a drop-down list of **Event types**.

The chronology automatically displays the person's birthday as an event. This places other chronological events into context with a person's age.

Selecting an **Event Type**, with the exception of Adoption Placements, the New Injury Diagram and Exemplar options, opens a window in which to enter a **Description** of the Event and a **Start Date**; these must be entered before the Event record can be saved. Optionally, enter an **End Date** and indicate the **Status** if applicable to the event.

You can record if a case note is a key event in the chronology.

When adding a **Case Note** via ChSC (ICS), a **CRN** (Case Reference Number) is a mandatory requirement to complete the Case Note record and when completing exemplar records. The CRN is generated when the Duty Supervisor assigns a Referral to a Person (Social Worker/Health Visitor). It is visible on [My Home Page](#) | **My Cases**. A document may be [attached to a Case Note](#) for inclusion in the Chronology.

Selecting [New Injury Diagram](#) will extend the options for you to choose a Whole Body diagram or Hand, Head or Foot diagrams. Each diagram allows you to add one or more annotations to the selected body part diagram with relevant injury information. Injury records are added to the Chronology.

*The **New Injury Diagram** option will not be available unless the diagram **graphics** are present in your system. The location for the diagrams is: C:\Documents and Settings\\My Documents\Capita ICS\My Report Templates.*

An **Adoption Placement** is added as a new event via the Child's Chronology. When this option is selected the [Adoption Placement](#) page is opened allowing you to add appropriate Adopter information.

The Exemplars options allow you to select from the [standard exemplars](#) which build the Chronology. The **two options** offered are: **New Appropriate Exemplar** and **New Other Exemplar**

The system will display people with a potential relationship to the Subject and [Exemplars can be generated](#) together.

The New Appropriate Exemplar list will only show those which have an Age Range appropriate for the Person based on their Date of Birth. Therefore, an Exemplar with an Age Range 0 - 3 will not be included in the list for a 7 year old Person. Likewise, Exemplars relating to Allegations and Complaints, Resignation and Retirement will by default, not be available to a Child or Young Person under the age of 19 years, they will however be available from the New Other Exemplar option.

Selecting one of these will open the form for data entry, which may also be saved for offline editing.


When an allegation is made against a Carer an [Allegation Exemplar](#) must be completed, such events will be added to the Chronologies of both the Abused and Abusee.

When the record is saved it will be shown as the most recent Event in the Chronology list. All Events listed have an **Edit** hyperlink which will open the Event record for you to add information where appropriate.





The filter functionality is available for each of the columns in the **Chronology** panel. Click the filter icon to select a **filter**.

You can also drag any of the column headings to the top of the browse list to group the records by that criteria. Click the cross on the **Group By** button to return to the chronology browse list.



 An Injury record cannot be deleted from the Chronology.

## Exemplar Generation for Relationships

Reference Guide **RG\_Relationships\_Exemplars** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

When a **New Appropriate Exemplar** or a **New Other Exemplar** is created the system will include other people with a potential relationship to the Subject. Click on the  **Relationships** button to display the **Relationships** panel.  **Select** the required relationship/s and click the  **Generate** button. A confirmation message will appear:

*The Exemplar will also be generated for:  
Surname, Forename, (Age ym)  
Surname, Forename, (Age ym)*

Click **OK** and the **Exemplars** for the selected people will be generated together. These new Exemplars can be viewed by clicking on  **Window** at the top of the screen. Each Exemplar must be saved individually. If there are any errors e.g. missing Case Reference Number, a message will be displayed at the bottom of the screen. Open the Exemplar and enter the missing details,  **Save**.

## Injury Diagram

The Injury Diagram can be, Whole Body, Head, Hand or Foot. Injury records are added to a Child or Young Person's Chronology and can only be added from the **Chronology** page. An Injury record consists of an annotated diagram.

The Injury Diagram is opened by selecting **New Injury Diagram** from the **New Event** menu. This option will not be available unless the diagram graphics are present on your system. The location for the diagrams is: C:\Documents and Settings\

**Add** an annotation to the diagram by right-clicking on the area of the body affected by the injury and select **Add Annotation** from the mouse menu. A text box will be opened in which you can enter relevant details. To finish the annotation click the mouse outside the text box. The text box can then be moved to a suitable place where it won't obscure the diagram by clicking in the box and dragging it. When the box is moved it will leave an anchor point on the diagram linking to the text box. The anchor point can be moved in the same way as the text box. *Multiple annotations can be added to a diagram.*

To **Edit** the text double click in the text box.

Select **Delete Annotation** from the right-click text box menu to remove the annotated text box from the diagram.

 An Injury record cannot be deleted from the Chronology.

## Linking a File to the Chronology

Documents or files can be linked to the chronology. When a file is linked, a new event is added to the chronology browse.

To add a linked file or document:



1. Select **Chronology | New | New Other Event** to display the **New/Edit Other Event** dialog.
2. On the **Other Event** panel, enter the **Other Event Description**.
3. Enter the **Start Date**.
4. On the **Attached Documents** panel, click the **New** button to display the **Files Linked** dialog.
5. Enter a **File Description**.
6. Select a **File Name**.
7. Click the **Save** button.

A message displays, asking if you wish to upload the linked document now.

If required, you can [view the linked file](#).

8. Click the **Yes** button.
9. Click the cross at the top of the **Files Linked** dialog.
10. Click the **Save** button on the **New/Edit Other Event** dialog.

## Viewing Linked Files

To open a linked file:

1. Select a chronology event and click the **Date** link to display the **New/Edit Other Event <Name>** dialog.
2. On the **Attached Documents** panel, select the required file and click the **Open** button to display the **Files Linked** dialog.
3. Click the **Open File** button to display the linked file.

## Child Protection Details

The **Child Protection** page is accessed via the **Child Protection** link located in the **Links** panel on the **Person/Student Enquiry** page or the **Person/Student Details** page.

There are three types of child protection records.

- **CPP** – Used by Children's Social Care. This record is generated from the relevant child protection forms in progress. It is for children who are the responsibility of the social care authority running One. The **Child Protection** panel cannot be manually edited; the record is updated when the original child protection forms are updated.
- **CPR** – To date, this has been used by Children's Social Care. This record is generated for a child who is protected and is not the responsibility of the social care authority using One. This record can be generated manually.
- **CP**: Used by CSS, SEN and SEND. This is a new type of child protection record. It can be created manually for children who are the responsibility of the local authority using One.

The page displays the **Person Summary** showing the **Title**, **Family Name** and **Given Name**.

The **Child Protection** panel of the record enables you to indicate whether the Child or Young Person is currently on the Child Protection Register of another CSSR (Council with Social Services Responsibility) and/or has previously been registered by any CSSR.

Respond to these questions by checking the boxes appropriately.

## Child Protection Events

This panel lists basic details of **Child Protection Events**. Events may be recorded manually, for example, to add existing CP records to the system or where the Child Protection record is “owned” by another CSSR. Events may be automatically inserted by the process of completing pertinent **Exemplars**. The information is displayed in rows showing whether the event is **Open/Closed**, the **Record Type** (CPP/CPR/CP), name of the **CSSR**, the **Start Date** and **End Date** (if applicable).

A row representing a CPP Event is updated at each stage of the process - a new row is not added as a new event for each stage.

Highlight a record and click the **Details** button to view full details of the event and to make any changes.

To add a new child protection event:

1. Click the **Add** button to display the [Child Protection Event \[New Child Protection Event\]](#) dialog.

On the **Child Protection Event** panel, **Open/Closed**, **Record Type** and **Created Date** are pre-populated.

1. Select a **CSSR** (Council with Social Services Responsibility).
2. Enter a **Start Date**.
3. If required, enter an **End Date**. The end date cannot be on or before the start date.
4. If required, enter a **Comment**.
5. On the **Child Protection Categories** panel (, select one or more categories.
6. Click the **OK** button to save the record and return to the **Child Protection Details** page.

## Child Protection Events Dialog

This dialog is opened by clicking the **Add** button or the **Details** button on the **Child Protection Details** page in the **Child Protection Events** panel. Clicking **Add** opens a blank event dialog to create a new CP event; clicking **Details** displays existing details of the highlighted event row.

Select items from the drop-down lists to complete appropriate fields and click the drop-down arrow in the date fields to select dates from the calendar, or enter a date in dd/mm/yy format.

The **Created Date** field is read-only and is automatically populated with the current System date.

The **Comments** box is for free-text entry for information relevant to the Child Protection Event.

Select one or more of the **Child Protection Categories** indicating the status or area of Child Protection to be applied to the event. Select by ticking the boxes appropriately.

Clicking **OK** will close the dialog and return you to the **Child Protection Details** page.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - “On”
- Certain hard coded fields

RapidSpell is permanently set to ‘on’, so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and “right clicks” it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is “in focus” by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit “Options” of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

RapidSpell is available in the Child Protection – Comment

## Adoption Placement

*Reference Guide **RG\_Adoption\_Adoption Placements** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

An **Adoption Placement** is added as a new event via the Child’s Chronology. When this option is selected the **Adoption Placement** page is opened allowing you to add **Placement Details, Details of Adopter(s)**.

A **Placement Type** (*Table\_ID 1011 Fostering Register Placement Type*), **Start Date, Placement Start Reason** and **Details of the Adopter(s)** are the minimum requirements for a Placement record. Additional information can be recorded if appropriate.


If an Adoption Placement is to end, an **End Date** and **Reason** (*Table\_ID 1066 Reason Looked After Episode Ceased*) must be recorded.

The panel in which details are recorded of the child’s adopters is populated by clicking the **Select** icon for each Adopter. This displays the [Adoption Placement Search](#) dialog which enables you to locate Registered adopters.

Additional information may be entered in the free text box.

Click **Save** before closing the Placement record.

## Adoption Placement Search

The purpose of this dialog is to find an adopter or adopters to place the current child. It is opened by clicking the  **Select** icon on the **Adoption Placement page**.

A search can be made by **Adopter** or **Search by Child**.

## Search by Adopter

Enter search criteria in the relevant fields, this can be any or all of the following, **Family Name**, **Given Name**, **Reference No** or **Search for Registrations** by selecting **With Vacancies** or **All**. Clicking **Search** will then return a list of Registered Adopters matching the criteria.

## Search by Child

This search mechanism allows you to locate Registered Adopters by entering criteria based on **Placement Information** and **Disabilities** for which they are Registered and their own **Ethnicity** and **Language**.

Clicking **Search** will then return a list of Registered Adopters matching the criteria.

Clicking **Select** will populate the **Adopter** fields of the Placement record.

## AdoptionPlacementType

A mandatory field. With familiarity, entering the code, eg **A3**, will insert the full description.

**A3**-Placed for adoption with consent with current foster carer, **A4**-Placed for adoption with consent not with current foster carer, **A5**-Placed for adoption with Placement Order with current foster carer, **A6**-Placed for adoption with Placement Order not with current foster carer.

## Adoption Start Date

A mandatory field. Use the drop-down calendar to select the date or type in dd/mm/yy format. A reason must be selected.

## AdoptionPlacementStartReason

A mandatory field. With familiarity, entering the code, eg **S**, will insert the full description.

**S**-Started to be Looked-After, **L**-change of Legal Status, **P**-Change of Placement, **B**-Change of Legal Status + Placement.

## AdoptionEndDate

Use the drop-down calendar to select the date or type in dd/mm/yy format. If an End Date is entered a Placement End Reason must be selected.

## AdoptionPlacementEndReason

If an Adoption **End Date** is entered, a **Placement End Reason** must be selected (*Table\_ID 1066 Reason Looked After Episode Ceased*). With familiarity, entering the code, eg **X1**, will insert the full description.

## EventWithin

By default, this will show **All** Chronology events for the Person. The drop-down list allows you to select a period by which you wish to filter events. The options are: 1 Week, 1 Month, 6 Months and 1 Year.

## EventType

By default, the chronology **Event Type** field displays **All (Excluding Attendance)** events. Chronology events can be filtered by selecting from the **Event Type** drop-down list.

## Fostering Placements

*Reference Guide **RG\_Fostering\_Fostering Placements** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

Clicking the **Fostering Placements** hyperlink in the **Links** feature panel from the **Person Details** page allows you to view details of all occasions in which the child or young person has been placed in foster care.

When the hyperlink is clicked the **Placements Enquiry** page is opened showing the **Child Summary** which contains details of the Child or Young Person. Clicking **Search** will list all Placements for the Child or Young Person.

The **Carer Details** panel allows you to enter search criteria allowing you to narrow the search on known information, ie the **Family** and/or **Given Names** or the **Application Reference Number**.

**To assign a Placement** for the child click **New**. This will open the [Assign Placement](#) page; the title will also include the child's name.

## Assign Placement

*Reference Guide **RG\_Fostering\_Fostering Placements** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

The Assign Placement page is opened when you click the **New** icon on the **Placement Enquiry page**. It has three panels, **Child Details**, **Carer Details** and **Placement Details**.

The **Child Details** panel will be pre-populated with names, address, contact details and gender.

### Placement Details


Select the **Placement Type** (*Table\_ID 1011 Fostering Register Placement Type*). Enter a **Start Date**. Select or enter the **code letter** if known, for a **Placement Start Reason**.

If the **Placement** is for a limited period, an **End Date** may be entered. If an **End Date** is entered, a **Placement End Reason** (*Table\_ID 1066 Reason Looked After Episode Ceased*) must be selected. Both **Placement Start Reasons** and **Placement End Reasons** are statutory reasons defined by the DfE.

Click on the dropdown to enter an **Accommodation Description** (*Table\_ID 1107 Accommodation Description*).

The **Placement Details** panel must be completed before you save the record.

### Carer Details

This panel allows you to search for a Carer who is registered and has a placement vacancy. To search for a Carer click  **Select**. This will open the [Carer Search](#) dialog which allows you to enter search criteria to find an appropriate Foster Carer that has an available vacancy for the child. If an appropriate Carer is found and selected these details will populate the fields on this panel.

The **Placement Details** panel must be completed before you save the record.

### Placement Category

Indicate whether this is the **Main Placement** for the child.

The **Exempted** box is to indicate that this placement puts the Carer over the limit of the number of placements they are registered to offer. Exemption is usually allowed for **Emergency** Placements and such Placements must be reviewed every few weeks.

A **Notes** box is available for you to enter information relevant to the Placement record.

*Clicking **Save** will link the Placement to the Child and Carer records and be added to the Foster Register. The Carer's Vacancies will be recalculated to account for the new Placement.*

## Carer Search

The Carer Search dialog is opened by clicking the **Select** icon on the [Assign Placement](#) page. It allows you to locate a Placement for the child.

The **Child Summary** contains **Name**, **Address** and **Contact** numbers for the child, the **Child Details** panel shows the child's **Age**, **Gender**, **Ethnicity**, **Language** and any record of **Disabilities**. The **Carer Details** panel does not contain information but **Search for Registrations** box will default to **All**. Clicking **Search** will return a list of Carers matching the requirements of the child.

Changing the **Search for Registrations** selection to **With Vacancies** and clicking **Search** again will filter the list of Carers who have a vacancy and match the requirements of the child.

If you wish to search for a specific Carer, you may enter Name and Application Reference Number to filter the search.

If an appropriate Carer is found highlight the name and click **Select**. This will return you to the **Assign Placement** page and populate the **Carer Details** fields.

## Set ACL (Access Control List)

An [Access Control List](#) can be set for Person Details Activities, Communication Logs, Involvements and Form Definitions. It enables you to define access levels to data for individual **Users** or users in a specific **Post** or **Group**.

By default, all users will have permission to view and edit data. If it is necessary to restrict user access to certain data, eg Person Details of <Name>, in this scenario it must be set from the selected [Person Details](#) page by clicking the **Set ACL** icon. This will open the [Access Control List](#) dialog. Alternatively, it may be set from a selected [Form Definition](#) page where data is considered too sensitive to allow it to be viewed by non-authorised users.

To preserve the settings, the record **must** be saved after the ACL has been [defined](#).

If a user or users in a specific Post or Group have been denied access to data and they attempt to access such data a warning message will be displayed. Appended to this message will be the **Description** defined on the Access Control List, for example, this can give an explanation for the denial of data.

If a user is in more than one Group with different read/write levels the **Access Priority** setting will dictate the level of access which takes precedence.

*If a default Access Control List (ACL) is set for the service team, this will automatically cascade to all its records. This can be customised at individual record level. If it is customised it will not be overwritten by a changed Service Team ACL.*

## Access Control List

The **Access Control List** dialog is opened when the user clicks the **Set ACL** icon located at the top of the page on all **Person Details**, **Activities**, **Communication Log**, **Involvements**, **Provision**, **Service Team Administration** and **Form Definitions** which include exemplars and involvements.

If a default ACL is defined for a Service Team and it is subsequently changed the changes will cascade to associated Involvements and Communication Log. Changes will not overwrite ACLs customised at record level.

There are three levels of access which can be applied for a User or for Users in a specific Post or User Group; these are **Read Summary**, **Read Details** and **Write**. For each type of membership you can **Allow** or **Deny** access. Each access level must be applied separately.

If a user is in more than one Group with different read/write levels the [Access Priority](#) setting will dictate the **level** of access which takes precedence.

- To **Allow** access to **Read Summary**, **Read Details** and **Write** gives full access to Personal data or a Form.





- To **Allow Read Summary** and **Read Details** access but **Deny Write** access gives read-only access to the data to which it is applied: - the user will not be allowed to edit the data.
- To **Deny Read Summary** refuses access to Summary pages for example, Involvements, Provision. It would therefore not make sense to allow **Read Details**.
- To **Deny Summary** and **Read Details** access but **Allow Write** access denies the user access to see the data but allows the data to be updated at system level, for example where the system is being updated from an external source.

*The **CSS** and **SEN Summary** reports will not display records where **Read Summary** access is denied.*

If an ACL is defined, users not included in the ACL will be denied access.

The person creating the ACL will always have access.

To define an Action Control List:

- Enter an informative **Description**.
- Click the **Users**, **Posts** or **Groups** button for whom you wish to set access rights. Each button will open a list from which you can select appropriately.
- Set **Read Summary**, **Read Details** and **Write** permissions by highlighting the Name (**Who**) and clicking the required   button for each level.
- This can be repeated to encompass all areas, eg Post, to be set for the data.
- Set the **Access Priority level**, this will dictate access rights, either downgrading or upgrading a user's permissions, depending upon which Group or Post the user is logging on as.
- Click **Done**.
- This will return you to your previous page; the record must then be **Saved** before closing the focus page.

## Access Priorities

If a user is in more than one Group with different read/write levels the **Access Priority** setting will dictate the level of access which takes precedence.

Access Priorities are **Favour Deny** or **Favour Allow**; which will either downgrade or upgrade a user's permissions, depending upon which Group or Post the user is logging on as.

For example:

**Favour Deny:** If User A is a Social Worker and has been granted individual access to an area but the post of Social Worker has been denied access, User A as a Social Worker will be denied.

**Favour Allow:** If User A is a Social Worker and has been denied individual access to an area but the role of Social Worker has been granted access, User A as a Social Worker will be allowed.

## Print Functionality

Reference Guide **RG\_Administration\_Printing ICS and EHCP Forms** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.


The print functionality is available to print EHCP and ICS forms via the SEND Education, Health and Care Plan (EHCP) and Children's Social Care (previously ICS).

The purpose of the **Print** button is to enable you to print the data held in One and to be able to print what is visible on the screen. A checkbox is available on each panel header that can be checked if you wish to include the panel in the printout.

The **Print Window** is opened by clicking the **Print** icon on the [Form Definitions](#) (a form must be saved before the **Print** icon is enabled).

The window opens with the **Data Panels** that have information entered selected, displaying the panel numbers and the headings. (the **Subject Details** panel is automatically checked).

Click on the plus sign to expand the tree to view the questions within a panel and select or deselect as required. If any one question is checked then the panel checkbox is also activated. You can check additional panels or questions at this point. You can **Select All** or **Deselect All**.

 **ACL** and [Panel Permissions](#) are taken into account and if the user does not have permission to view a panel then this will not be included in the printout. Similarly if access or visibility restrictions exist for posts, groups, service teams or establishments these will not be included in the printout.

Click on the radio button to select the **Document Type**:

- **Normal** - the default is Normal; this prints the selected contents of the exemplar.
- **Notes** - this option will print a blank page after the contents of each of the selected panels have been printed; the blank page is entitled:  
     \_\_\_\_\_ *Notes: [Description of the Panel]*  
 (this option has been provided as part of DfE ICS Compliance requirements)
- **Guidance** - if guidance notes have not been entered on the [Form Details](#), on the Form Definition, this radio button is not available

Checking the box to **Add as Case Note** opens the **New/Edit Case Note** window, you can also choose whether to **Attach** the document.

The document can be printed in Word or PDF format. The default is **WORD**.

One identifies if the panel relates to:

- a [Fostering case](#)
- an [Adoption case](#)
- a [Child case](#)
- an **EHCP case**.

The case note is then added to the appropriate [Chronology](#).

For ChSC (ICS), if the panel or exemplar relates to more than one case then you can select which case to save the case note against by selecting the relevant [Case Reference Number](#) in the **New/Edit Case Note** window.

The **Create Bookmark** facility enables you to save frequently used exemplar definitions. Enter a **Bookmark Name**, a **Description** and check the box for **System Bookmark** if required.

There are two types of bookmark:



- **User Defined** - those created by you as a user, and only available to you. These can be identified in the **Bookmark** dropdown by the prefix **[U]**
- **System Wide** - those created by a user with System Wide Bookmark permissions. These can be identified in the **Bookmark** dropdown by the prefix **[S]**

You cannot define two bookmarks with the same name.

An existing bookmark cannot have panels added or removed; a new bookmark must be created. It is possible to remove a bookmark; select the required bookmark from the dropdown and click the **Delete Bookmark** button.

## Permissions for Bookmarks

Permissions for bookmarks are assigned via **Tools | Permissions | User Group Permissions | Select a Group | System Map | All Secured Services | Utilities**.

**Get list of the print bookmarks for the calling user** allows the user to view the bookmarks in the dropdown.

**Get list of the print bookmarks names, description and data panels for the calling user** – if this is not assigned the user is able to select the bookmark from the dropdown, but is not able to see which panels have been selected.

**Save the user defined bookmark (Print Function)** allows the user to save only User Defined Bookmarks.

**Save the System wide bookmark (Print Function)** allows the user to save the System Wide Bookmarks and the User Defined Bookmarks.

**Delete the user defined bookmark (Print Function)** only allows the user to delete User Defined Bookmarks.

**Delete the System wide bookmark (Print Function)** – if this is assigned the user is able to delete System Wide Bookmarks and User Defined Bookmarks.

Adjustments can be made to the format of the printouts in the **CCSGenericPrintSettings.INI**, which is located in the same folder as the **CCSEnterprise.EXE**.


The INI file will enable you to edit the **Font Type** and **Size** for:

- Panel Title
- Sub-Title

Click the **Print** button to preview the document. When the document opens it will have a number as the file name. Click **Save As** to store the document to a local folder, changing the **File Name** and **File Type**.

The headings displayed on the printout are in numerical order and not the same as the panel numbers, so although panels 1, 2, 10 and 20 may have been selected the printout shows 1, 2, 3 and 4.

Send the document to the default printer. At any time you can cancel the print process.

 All free text fields with more than 1000 characters are converted to Memos, with full memo functionality: Undo, Redo, Font Format, Alignment, Cut, Copy and Paste. A Spell-Checker is also available.  
A memo field can be expanded to fill the screen, edited and then returned to its previous size and placed within the form/screen.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Logo

When a Form Definition is printed a logo can be inserted.

Add a logo as a .jpg to a folder on your local directory, open the **CCSGenericPrintSetting.INI** in the Capita Childrens Services System folder and enter the Logo Path:

```
-- Logo Path
LOGOPATH=D:\LOGO\print_logo.JPG
```

## View/Hide Data Panels

This dialog is opened by clicking the **Data Panels** icon on the [Person Details](#) , [Student Details](#) or [Form Definition](#) pages, **Activities**, **Communication Log**, **Exclusions**, **Involvements**, **Early Years Maintain Provider** and **Service Provision**. **Default Data Panel** settings can also be applied to service teams via **Service Team Administration**, **Involvements**, **EHCP Form Definitions** and **ICS Form Definitions**. Data Panel settings defined for a **Service Team**, **Involvement** or **EHCP** or **ICS Forms** will be inherited by all associated entities, eg Involvements.

The purpose of this dialog is to give you the option to hide panels which are infrequently used. It is not a security measure as data is delivered to the panel and not restricted.

Access to the **Data Panels** icon can be denied via **Tools | Permissions | User Group Processes | Administration**.

The dialog is split, listing User Groups at the top and the data panels available in the current view at the bottom. The default setting displays all panels, each one indicated by the green tick.

Select the **Group** you wish to apply the View/Hide settings for. Where a panel is defined on a form as a repeating panel, e.g. Name of Family Member, and the setting is **Hide**, all instances of such panels will be hidden.

Click the **Save** button to apply the settings.

## Alert Messages

Reference Guide **RG\_Administration\_Alerts** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

The **Alert Messages** dialog is opened when you click the **Alerts** icon in various areas of the system, such as the [Person Details](#), [Student Details](#), **Fostering Applications**, **Form Definition** etc. It allows you to add popup Alert messages to a specific context, e.g. person or student record, which is displayed each time the record is opened, until the expiry date.

**Add**, **Edit** and **Remove** functions are available.

A **non-editable Alert Message** will automatically be generated if a Parent/Carer or sibling of a person linked to an Activity has been made **Inactive** and the reason is **Deceased**.


To add an Alert message click the **Add** icon, this opens a smaller dialog in which to enter relevant alert information. If the information is only relevant for a short period an Expiry Date can be applied. A message can be added with no Expiry Date, such messages will be displayed until such time as it is deleted or an Expiry Date is applied.

Click **OK**.

Multiple Alerts can be added and are displayed on the dialog in the order in which they are created, with the most recent at the bottom.

Click **Save**. To close the dialog click the **Close** symbol, top right of the dialog.

When the **Person/Student** record or other Context is opened the dialog will automatically be displayed showing the Alert messages. In this mode **Add**, **Edit** and **Remove** functionality is not available. Click the **Close** button to close the Alert popup.

 A pre-defined **System Alert** will automatically be generated if a 'person' is made **Inactive** and the Reason is **Deceased**. The top of the page will display:  
<Student> **Details** [**<Forename Surname>**] (**Deceased**) (**Date of Birth: <01/01/1999>**)  
Panel 01. **Student Identifiers** will display: **DECEASED**.

## SQL Mail Merge

 **Users and Groups** for SQL Mail Merge are set up in One v3.

Setup for SQL Mail Merge is done in One v4 Online.

Permissions are set up in One v4 Client via **User Group Permissions Editor**.

The primary function of this facility is to create a file of exported data on the basis of an SQL '**Select**' query, typically for use in a Mail Merge Word document, but this is not the exclusive use. The data may also be used for analysis in Excel for example. Only SQL statements that begin with the word '**Select**' are permitted; all other commands such as 'Update', 'Insert' or 'Delete' are prohibited and will fail validation. Equally, Statements separated by a semi-colon will also fail validation. Once the file is created you can export the data to a nominated file folder on the system's network or to a local machine.

The System Administrator has to nominate which **Users** or **User Groups** may initiate the Query.

The **SQL Mail Merge** dialog is opened when you click on the **SQL Mail Merge** button in various areas of the system, such as [Person Details](#) and [Student Details](#).

Clicking the button opens the **SQL Mail Merge** dialog, with the name of the User and the area where the SQL has been defined. Use the **Looking For** field to find the Query. Highlight a record and click **Preview** (you may need to use the scroll bar to view all of the columns). Clicking **Export** opens the **Save Output As** dialog, enter a **File Name** and **Save** (SQL can only be saved as a **.CSV** file).

*Reference Guide **RG\_Administration\_SQL Mail Merge** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

## Consolidated Report

The **Build Consolidated Report** dialog is opened by clicking the **Consolidated Report** icon at the top of the **ICS Person Details** page. It allows you to generate a report which brings together selected exported reports specified in the Chronology and Quick Reports linked to Exemplars. This report is based on a category or multiple **categories** selected by checking the appropriate box(es), selected Reports and/or Exemplars.

Clicking the **Add** button opens the **Select an exported report file** dialog for you to locate and select the required file(s); this will default to **My Documents** on your PC.

If there are **Exemplars** linked to the Child, these will be listed and pre-fixed with a checkbox; tick appropriately for inclusion in the report.

The above options allow you to create a single report containing the specified information.

Ticking the **Create a new case note for the Consolidated Report** checkbox will add a Case Note to the Child's Chronology.

A Consolidated Report can only be generated when you have selected either two reports, two Exemplars or one of each. The **Build Report** button will not be enabled until one of these conditions is satisfied.

Click the **Build Report** button to generate the report.

## Court Order Details

The Court Order Details dialog is opened in **Add** or **Edit** mode and displays a series of panels which comprise the Court Order record. The panels show details of the **Student**, the associated **Carer**, the **Court Order** and when and by whom the record was **Last Updated**.

The dialog is opened by clicking the **Add** icon on the Person or Student Details pages, Court Order panel.

The **Student Details** panel will automatically be populated with the current **Student information**.

The **Carer Details** comprise, the **Family Name and Given Name**. This must be matched to a person on the database.

**Court Order Details** comprise the **Court Order Type**, **Start and End Dates**, a **Prosecution** indicator (a True/False checkbox) and the **Court Case Number**.

The **Last Update** panel is read-only and shows the date and time the record was updated and the Login ID of the user who updated the record.

If **User Defined Fields** are available they will be shown in this panel.

## Advanced Person Search Facility

### Advanced Person Search

The Advanced Person Search allows you to search the database for a person or people by entering appropriate search criteria. The page has a series of **tabs**, each of which allows you to enter or select relevant search criteria.

A full or partial name may be entered in the **Name** field but this can be left blank. If the Name field is blank a search based on, for example, an Address will list all people with that address. Likewise, this applies to the other search tabs.

The browse in which all return names are displayed shows a summary of Person Details. The **Flags** column responds to a schedule of tasks which is set up on the server by the System Administrator. When **certain areas** of the Person Details are edited these flags will be updated at the next scheduled time.

The **Check Name History** box allows you to include name history records in your search. This box will, by default, be crossed, indicating that the Name History will **not** be included in your search. To include the Name History in the search tick the box. (If blank this is the same as crossed)

When a search is made all search tabs allow you to view the **Name History** of a person. This opens the **View Name History for <Name>** dialog showing name details and dates of changes.

All searches use 'fuzzy' matching by using vocal sound (metaphone), eg an entry Jon may also return Joan, providing a full and flexible search mechanism.

### Address/Age

You may enter full or partial entries in the Address Line, this can be Street, with/without number, Town etc, eg Bedford, or **Post Code** fields. The choice is also available to only **Show people currently living at the address**. This is done by checking (tick) the box which, by default, will be unchecked (crossed). Clicking **Search** will list all people living at the address(es) matching the criteria.

The search can also be filtered by **Age**. This is defined by entering appropriate ages in the **Age between** boxes. You may also search on **Estimated Due Date** by ticking the check box and selecting a date from the **On or After** drop-down calendar.

### School

To search by School click the browse button. This will open the **School Enquiry** dialog which will list all schools including summary school information. When looking for a school the **Looking for** facility allows you to enter one or more characters of a **School name** which will move the highlight to the first instance in the list. Alternatively, you may choose to search on the **School No**, **LEA No**, **Control** category, **School Type** or **Active** schools only. To change the focus of the search select one of the **Search by** categories and enter appropriate Looking for characters or numbers. Highlight the required name and click **Search** or double click on the name.

This will populate the **Select School** box allowing you to search for an individual or all people (if the name field is left blank) at that school.

## Early Years Settings

This works in the same way as the School search with **Search by** options being **Reg(istration) Type, Locality** or **URN**.

Once again, if the name field is left blank this search mechanism can be used to list all children attending a specific Setting.

## Exemplar

When selecting to search by Exemplar, all fields must contain a criterion. These are **Form Definition** which is the name of the Exemplar, a **Question** and an **Answer**. If the search **Name** field is left blank clicking **Search** will return a list of people matching the criteria. Clicking the **Form Definition** browse button will open the **Form Definition Enquiry** dialog in which to enter a full or partial **Form Definition Code** alternatively, leaving the field blank and clicking **Search** will display a list of Exemplars from which to choose.

Clicking the **Question** browse button will open a dialog displaying the Question Groups included in the selected Exemplar. These should be expanded by double clicking on a Group to select an appropriate question.

Finally, the **Answer** field will change its format according to the selected question, eg a Date field, Yes/No, etc.

When the criteria is set clicking **Search** will return an individual person or if the Name is left blank all records matching the criteria.

**Note:** The search will only return names for a Question where an answer has been inserted. If the Question is represented by a checkbox and the box is left blank, this will not be included in the search.

## Reference Search

This search returns names of any person's record in which the name search criteria are found, using 'fuzzy' matching based on vocal sounds (metaphone and like). The query will search Person Details and optionally Exemplars and Case Notes. To include either or both Exemplars and Case Notes in the search ensure that the appropriate boxes are checked (ticked). By default, these boxes will be unchecked (crossed).

## Fostering and Adoption Enquiry

*The following Reference Guides are available on the One Publications website (www.onepublications.com) to help with this process:*

***RG\_Adoption\_Fostering Adoption Enquiry***  
***RG\_Fostering\_Fostering Adoption Enquiry***

The purpose of this focus is to record the first contact details of people making an application for fostering and/or adoption.

When a person or persons make contact with the Local Authority about adoption or with a view to becoming a foster carer the enquiry is recorded by entering the personal name and address details of the Applicant(s), and the type of enquiry, ie Foster Enquiry or Adoption Enquiry. Facility is available to record two applicants.

When this focus is selected the [Initial Enquiry](#) page is opened.






## Initial Enquiry


### Fostering/Adoption Initial Enquiry






The following Reference Guides are available on the on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process: **RG\_Adoption\_Fostering Adoption Enquiry**  
**RG\_Fostering\_Fostering Adoption Enquiry**


The **Initial Enquiry** page is opened when the [Fostering/Adoption Enquiry](#) focus is selected. Although the primary purpose of this focus is to record first contact details of potential applicants for fostering or adoption, it does allow you to search the database for any person who has made contact with the Local Authority for these purposes.

To search for an applicant, enter full or partial search criteria on Family Name and/or Given Name. You can also search on **Type** which will produce a list of all applicants for that application type.

**Details** of each person can be seen in the lower panel by clicking the  **Open** icon and then the  and  icons to move to the previous or next record.

You may **expand** or **collapse** a panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action).

**Double clicking** on an item in the list or clicking  **Open in New Window** will open the [Fostering/Adoption Enquiry Definition](#) form in a new scrollable window. In all cases a  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next**  instead of scrolling down the page. To return to a scrollable form click **Finish** or click the  **Wizard** icon again.


**To add a new Enquiry record** click the  **New** icon. The **Fostering/Adoption Enquiry Definition** page will be opened in which you can enter details of the new applicant or applicants.


### Fostering/Adoption Enquiry Definition

The following Reference Guides are available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process:  
**RG\_Adoption\_Fostering Adoption Enquiry**  
**RG\_Fostering\_Fostering Adoption Enquiry**


The Initial Contact Definition page is opened displaying details of an existing application or blank to enter details of a new applicant or applicants.

This focus page has separate panels for **Applicant 1** and **Applicant 2** to be completed as appropriate. The **Initial Enquiry Outcome** panel holds the **Application Type**, ie Foster Enquiry or Adoption Enquiry, the **Date of Contact** and the **Enquiry Outcome**.

 *If an enquiry is made and the applicant(s) are undecided whether to apply for Fostering or Adoption, a form completed as a **Fostering Enquiry** may be cloned by clicking **Clone** at the top of the Enquiry Definition page and changing the **Initial Enquiry Outcome Type** to **Adoption Enquiry**. This will create separate records which will be actioned by the appropriate departments, giving the applicant(s) an insight of both options.*

To enter Applicant details you must match the applicant to a person on the database. This is achieved by clicking the  **Match** icon, which will open the **Person Enquiry** dialog allowing you to search the database. How to search is described in the [Person Enquiry](#) topic.

Information stored in the database against the matched person will populate such fields as **Date of Birth** and **Principal Address**. Complete other fields with appropriate details, eg Telephone numbers.

**In Use:** The Initial Enquiry record is completed and saved. If the **Enquiry Outcome** is "Assigned to Workflow Queue" then when the record is saved the **Add Workflow Item** dialog will be displayed for you to assign the Enquiry record to the  **Workflow** queue of an appropriate person, or persons in a specified Post. This allows them to process the application, providing quick access to the Fostering or Adoption application page.

When the Initial Enquiry record is saved and added to a Workflow Queue, an application record is automatically created in the Fostering or Adoption focus.



# 02 | Adoption

## Adoption Focus

Adoption is a way of providing a new family for children who cannot be brought up by their own parents.

It's a legal procedure in which all the parental responsibility is transferred to the adopters.

Once an adoption order has been granted it can't be reversed except in extremely rare circumstances.

An adopted child becomes a full member of the new family, usually taking the family's name.




When the focus is selected the [Adoption Application Enquiry](#) page is opened. This allows you to search for an applicant by entering two or more characters of a name and enter any other search criteria in the fields available on the Enquiry page


## Adoption Application Enquiry





*Reference Guide RG\_Adoption\_Adoption Application is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*


The **Adoption Enquiry** page is opened when the [Adoption Focus](#) is selected. It allows you to search for an applicant by entering two or more characters of a name and any other known **search information**.

This panel has the following fields into which search criteria can be entered: **Family Name** of the Applicant, **Given Name**, **Start and End Dates**, **Status** and **Application Reference Number**.

Clicking  **Search** will return a list of Applicants matching the criteria. Details of each Applicant can be seen in the lower panel by clicking the  **Open** icon and then the  and  icons to move to the previous or next record.

You may expand or collapse a panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action).

**Double clicking** on an item in the list or clicking  **Open in New Window** will open the **Adoption Application Definition** form in a new scrollable window. In all cases a  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. To return to a scrollable form click **Finish** or click the  **Wizard** icon again.

**To add an Applicant** click the  **New** icon. This will open a blank form in which to enter new [Adoption Application](#) details, although in practice the Application will automatically be derived from the Initial Contact.

To remove an adoption application, highlight a record in the browse and click the **Delete** button to open the **Delete Adoption Application** window. One checks to see if there are any dependent records. The dependent records display on the **Delete Adoption Application** screen.

Click on the hyperlink in the **Event Date** column to open the record. Review the record and if no longer required, click the **Delete** button. One deletes the record and returns you to the **Delete Application** screen. The deleted record will be displayed on screen until you click the **Refresh** button.

If there are no dependent records, the following message displays:

There are no dependent event types for the selected adoption application.

Click the **Delete** button to display the following message:

The system has identified that an enquiry exists for this application.  
Would you like to delete this as well?

Click the **Yes** button to delete the adoption application.

[Adoption Case Notes](#) and [Adoption Chronology](#) can be accessed from the  **Links** panel.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.


Spell Checker is available in

- Adoption Case Note – People Present, Case Note Summary, Case Note Details
- Adoption Chronology – Application Registration Status Notes, Adoption Applicant Status Notes


## Adoption Application Definition

Reference Guide **RG\_Adoption\_Adoption Application** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

The Adoption Application page is opened from the [Adoption Application Enquiry](#) page by **Double clicking** on an item in the search list, or directly from the [Workflow](#) queue on [My Home Page](#).

**In Use:** The Initial Enquiry record is completed and saved. If the **Enquiry Outcome** is "Assigned to Workflow Queue" then when the record is saved the **Add Workflow Item** dialog will be displayed for you to assign the Adoption Enquiry record to the  **Workflow** queue of an appropriate person, or persons in a specified Post. This allows them to process the application and provides quick access to the Fostering or Adoption application page.

The Adoption Application form has a series of panels in which to record relevant information. When the application is saved a chronology is automatically generated relating to the applicant(s). This will constantly be updated to provide a chronological record of the Adopter carer. The Chronology is accessed by clicking the [Adoption Chronology](#) hyperlink located in the **Links** panel.

Clicking the  **Alerts** icon opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are automatically displayed when the record is opened.

The **Initial Enquiry Details** panel contains summary details of the application. The **Application Reference No** is generated and the **Status** field is populated when the Application is first saved. The **Method of Enquiry** is a mandatory field and is selected from the drop-down list.

The **Application Date** field can be edited, up to the point at which the application has a status of **Registered**. This is set up by a System Administrator via **Tools | Administration | ICS Parameters | Adoption Application Definition** panel.

The **Created On Date** field will initially show the current system date - this can be changed. The **Created By** field will automatically be populated with a Login ID. The **Case Reference Number** field will automatically be populated with the CRN.

If the application is accessed from the Workflow queue the Application page will contain the **personal details** for one or both applicants matched on the Initial Enquiry record. Each applicant must be matched to a person on the database or, if necessary, **added** to the database if the name doesn't exist.

The latest **Status Change** date can be edited. Any changes to this date are audited.



The subsequent panels allow you to record information relevant to the adoption application:

### Legal Status of Adopters

### Recruitment Method


### Placement Information

### Information Pack and Application Progress

**Professionals Involved** - To add a Professional Involved click  **Add**. Use the  icon to open the Professional Involved browser, enter a **Start** and **End Date**, select a **Role Description** and enter an **Involvement Type**.

Click  **Delete** to remove an item.


Click the **Active Only** button to display only active professionals involved. Click again to view the list of all professionals.

Click  **Save**. This will open the [Case Generation Wizard](#).

## Case Generation Wizard

The **Case Generation Wizard** is launched when a new [Adoption Application](#) or [Fostering Application](#) is saved.




It also appears as part of the process for creating a new [Contact Record](#) i.e. when a Supervisor enters the Action Taken.

For existing Fostering or Adoption Cases, or Contact Records that do not have a [Case Reference Number](#), to assign the CRN you need to create a  **New Case**.

The Wizard takes you step by step to assign a Case for an Adoption or Fostering Application.


Clicking the **Next** button at each stage will open the next window of the wizard.

Clicking Next on the initial Welcome window will open the **Create Case** window, which will display the **Family Name** and **Given Name** for Applicant 1 and Applicant 2. The **Start Date** will automatically be populated, but can be changed.

The next window displays the  Team structure, showing the  Posts and  People assigned to those Posts within the Team. You must **select the owner to whom you wish to assign the new Case**. To do this click on the user name and the icon will change to a ✓.

The next window gives you the option to  **Assign Case owner as a [Professional Involved](#)**, although this is not mandatory.

The final window of the wizard gives a **Summary** of the Case Details. Click **Finish** to save the Case.


This will add the [Digital Signature](#) of the selected owner of the Case and place it in the  **My Cases** panel on [My Home Page](#).

## Adoption Chronology


The Adoption Chronology is opened by clicking the hyperlink located in the **Links** feature panel or by clicking the **Edit** hyperlink in the **Open** column of the **Adoption Register** Applications browse.

The Chronology displays the **Application/Registration** summary about the applicant(s): **Reference Number**, **Current Status**, **Case Reference Number** and also names, addresses, telephone numbers.


This precedes the Adoption Chronology browse which lists **events** associated with the application, showing the **Date** of the event and a **Description**.

**Filter:** The Chronology browse can be filtered by **Events Within** a date range and **Event Type**. Clicking the  **Refresh** icon will update the list to show all events matching the criteria.

Each instance in the Chronology will show the Event Date, Application Details, Current Status and any Notes. It can also include details of each Applicant with their current individual status.

Clicking the **Edit** hyperlink will open a dialog related to the Event Type, for example, the **Adoption [Application/Registration Status](#)** dialog allows you to update the Status of the application, **Registration** type opens the [Adoption Registration](#) dialog which shows full details of the application. To add a new Event open the dialog by clicking the **New Menu** to add a new Event open the dialog by clicking the  **New Menu** icon.

## New Menu

The  **New** icon is located top left of the page and displays a drop-down menu. Selecting an item from the menu will open an appropriate **page** to make changes affecting the application or **Exemplar**, allowing you to add an Exemplar event to the Chronology if required. The [Application/Registration Status](#) option allows you to add a new Registration Status to the Application. To change the Status of an individual Applicant create an [Applicant Status](#) event. Selecting **Case Note** allows you to add a new Case Note Event to the Adoption Chronology and attach any relevant documents.

## Adoption Application/Registration Status

The purpose of this dialog is to allow you to change the status of the application and is opened when the **Edit** hyperlink is clicked where an Adoption Chronology Event Type is Application/Registration Status. It may also be opened by selecting this option from the **New** menu on the Chronology allowing you to add a change of status as a new Event.

Select the appropriate **Status** from the drop-down list. When the dialog is opened by clicking the **Edit** hyperlink it will display the current status, when opened by selecting **New** the Status field will be blank.

The date of change is shown as a **Start Date**, this will default to the current system date. The **Notes** box allows you to make relevant comments; such notes are displayed in the Fostering Chronology description.

The latest **Status Change** date can be edited. Any changes to this date are audited.

*When the status of the application is changed to **Registered**, the [Adoption Registration](#) dialog is automatically opened for you to complete.*

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.

Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit “Options” of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Adoption Applicant Status

The purpose of this dialog is to allow you to change the **status** of individual applicants. Changes can be made to each applicant if appropriate, for example, if a Registered adopter may De-Registered. The dialog is opened when the **Edit** hyperlink is clicked where an Adoption Chronology Event Type is **Applicant Status**.

When the dialog is opened it will display the current status of the first Applicant. The **Applicant drop-down** allows you to select an alternative applicant. The available status options are: Counselling Out, De-Registered and Registered, Resigned, Retired, Suspended and Withdrawn. The date of change is shown as a **Start Date**; this will default to the current system date. The **Notes** box allows you to make relevant comments, such notes are displayed in the Adoption Chronology description.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - “On”
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You can edit “Options” of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Adoption Registration

The Adoption Registration dialog is first opened when the status of an application is changed to Registered. Subsequently it is opened by clicking the  **Registration** icon from the Adoption Chronology and the title bar will display the Registration No.

It is automatically populated with information from the application but this may be edited if required, for example, the age range may be adjusted.

The form outlines details of the Registration, showing the **Registration No**, summary details of the Adopter(s), **Placement Information**, if the Adopter(s) are Registered for children with **Disabilities**.

## Adoption Case Note



➔ [Case Notes \(Adoption\)](#)

The purpose of this dialog is to add a Case Note event to the Chronology allowing you to attach relevant documents. A Case Note can be a record of **Emails**, **Letters** and/or **Telephone** calls received or sent, a **Home Visit**, **Meetings** or **Manager's Comments**.

The **Application Reference Number** will automatically be displayed. Select an **Event Type** from the drop-down list. The **Date** and **Time** fields and **Case Note Description** are mandatory fields which must contain an entry before the record can be saved. A text box allows you to enter a list of **People Present** if appropriate.

Clicking **Save** will return you to the Adoption Chronology page.

**Attached Documents** is the second panel of the dialog which allows you to add a link to relevant documents. Clicking the **New** icon opens the **Select the file to attach Case Note to** dialog to locate the appropriate file, eg document, photograph. When a file is linked to a Case Note a copy of the file is placed on the Server, you will be asked if you want to remove the original file from your computer. Selecting **No** will retain the original on your computer.

When one or more documents are attached the  **Delete** and  **Open** icons are enabled.

The attached file can be viewed by clicking the **Edit** hyperlink in the Chronology.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

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You can edit “Options” of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.


## Adoption Register

*Reference Guide RG\_Adoption\_Adoption Register is available on the One Publications website (www.onepublications.com) to help with this process.*


The **Adoption Register** is opened from the main **Focus | Adoption** menu. It contains details of registered adopters awaiting a placement with appropriate children. The focus opens with the **Application Register Filter** which by default lists all Registered Adoption applications.

### Application Register Filter

The Register can be filtered by **DateRange**, Application Reference Number, Family Name, Given Name and **Application Status**.



Enter or select known information in the criteria fields and click the  **Refresh** icon. The list will display all Adopters matching the search criteria.

Summary information is displayed for each Adopter record in the list. This comprises the current **Status**, **Registration Date**, the number of the **Placement Limit** for the applicant, the number of **Vacancies** available and an indication whether the child is from a different county or country, ie **Inter County/Country**. Clicking the **Open(Edit)** hyperlink will open the [Adoption Chronology](#) for that application.

Clicking the  **New** icon will open the [Adoption Registration](#) page.

## Adoption Registration Form

*Reference Guide RG\_Adoption\_Adoption Register is available on the One Publications website (www.onepublications.com) to help with this process.*

The **Adoption Register** is opened by clicking the  **New** icon on the [Adoption Register](#) filter page to register new applicant(s) or an existing registration by clicking the  **Registration** icon from the **Adoption Chronology**.

The **Adoption Registration** form comprises a series of panels pertinent to the registration.

The **Registration Details** panel contains the **Registration No**, the **Status** and the **Registration Date**. These fields are populated when the Application is first saved.

*Before the Registration can be saved at least one applicant must be matched to a person on the database and the Placement Limit must be defined.*

## Adoption

Each applicant must be matched to a person on the database or, if necessary, **added** to the database if the name doesn't exist.

The subsequent panels allow you to record information relevant to the adoption application, such as **Placement Information**.

The **Disabilities** panel provides the facility to indicate whether the applicant(s) wish their registration to include children with a particular disability.

## Fostering

### Fostering Focus

Fostering is a way of providing a family life for children who cannot live with their own parents.

It is often used to provide temporary care while parents get help sorting out problems, take a break, or to help children or young people through a difficult period in their lives.

Often children will return home once the problems that caused them to go into foster care have been resolved and that it is clear that their parents are able to look after them safely.

Others may stay in long-term foster care, some may be adopted, and others will move on to live independently.

The Local Authority provides a fostering service combined with other agencies.

This area of the software allows you to record details of and monitor Foster Carers and people applying to become Foster Carers.

When the focus is selected the [Foster Enquiry](#) page is opened. This allows you to search for an applicant by entering two or more characters of a name and enter any other search criteria in the fields available on the Enquiry page.


### Foster Application Enquiry



*Reference Guide **RG\_Fostering\_Fostering Adoption Enquiry** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*


The **Foster Enquiry** page is opened when the [Fostering Focus](#) is selected. It allows you to search for an applicant by entering two or more characters of a name and any **other information**.

This panel has the following fields into which search criteria can be entered: **Family Name** of the Applicant, **Given Name**, **Start and End Dates Status** and **Application Reference Number**.

Clicking  **Search** will return a list of Applicants matching the criteria. Details of each Applicant can be seen in the lower panel by clicking the  **Open** icon and then the  and  icons to move to the previous or next record.

You may expand or collapse a panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action).

**Double clicking** on an item in the list or clicking  **Open in New Window** will open the **Fostering Application Definition** form in a new scrollable window. In all cases a  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. To return to a scrollable form click **Finish** or click the  **Wizard** icon again.

To add an Applicant click the  **New** icon. This will open a blank form in which to enter new [Fostering Application](#) details, although in practice the Application will automatically be derived from the Initial Contact.

To remove a fostering application, highlight a record in the browse and click the **Delete** button to open the **Delete Fostering Application** window. One checks to see if there are any dependent records. The dependent records display on the **Delete Fostering Application** screen.

Click on the hyperlink in the **Event Date** column to open the record. Review the record and if it is no longer required, click the **Delete** button. One deletes the record and returns you to the **Delete Application** screen. The deleted record is displayed on screen until you click the **Refresh** button.

If there are no dependent records, the following message displays:

There are no dependent event types for the selected fostering application.

Click the **Delete** button to display the following message:

The system has identified that an enquiry exists for this application.  
Would you like to delete this as well?

Click the **Yes** button to delete the fostering application.

[Fostering Case Notes](#) and [Fostering Chronology](#) can be accessed from the  **Links** panel.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

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- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

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You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

Spell Checker is available in

## Adoption

- Fostering Case Note – People Present, Case Note Summary, Case Note Details
- Fostering Chronology – Application Registration Status Notes, Fostering Applicant Status Notes


# Fostering Application Definition

## Fostering Application


The following Reference Guides are available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process:

**RG\_Fostering\_Fostering Adoption Enquiry**  
**RG\_Fostering\_Fostering Application**

The Fostering Application page is opened from the [Foster Enquiry](#) page by **Double clicking** on an item in the search list, or directly from the [Workflow](#) queue on [My Home Page](#).

**In Use:** The Initial Contact record is completed and saved. If the **Enquiry Outcome** is “Assigned to Workflow Queue” then when the record is saved the **Add Workflow Item** dialog will be displayed for you to assign the contact record to the  **Workflow** queue of an appropriate person, or persons in a specified Post. This allows them to process the application and provides quick access to the Fostering or Adoption application page.

The Fostering Application form has a series of panels in which to record relevant information. When the application is saved a chronology is automatically generated relating to the applicant(s). This will constantly be updated to provide a chronological record of the Foster carer. The Chronology is accessed by clicking the [Fostering Chronology hyperlink](#) located in the **Links** panel.

Clicking the  **Alerts** icon opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are automatically displayed when the record is opened.

The **Initial Enquiry Details** panel contains summary details of the application. The **Application Reference No** is generated and **Status field** is populated when the Application is first saved. The **Method of Enquiry** is a mandatory field and is selected from the drop-down list. The **Application** and **Created On** Date fields will initially show the current system date – these may be changed. The **Created By** field will be automatically populated with a Login ID. The **Case Reference Number** field will be automatically populated with the CRN.

The **Application Date** field can be edited, up to the point at which the application has a status of **Registered**. This is set up by a System Administrator via **Tools | Administration | ICS Parameters | Adoption Application Definition** panel.

If the application is accessed from the Workflow queue the Application page will contain the **personal details** for one or both applicants matched on the Initial Contact record. Each applicant must be matched to a person on the database or, if necessary, **added** to the database if the name doesn't exist.

The **Application Date** field can be edited, up to the point at which the application has a status of **Registered**. This is set up by a System Administrator via **Tools | Administration | ICS Parameters | Fostering Application Definition** panel.

The latest **Status Change** date can be edited. Any changes to this date are audited.



The subsequent panels allow you to record information relevant to the fostering application:


**Recruitment Method**

**Placement Information**


**Fostering Resource Offered**

**Information Pack and Application Progress**

**Professionals Involved** - To add a Professional Involved click  **Add**. Use the  icon to open the Professional Involved browser, enter a **Start** and **End Date**, **Role Description** is automatically populated, enter an **Involvement Type**.

Click  **Delete** to remove an item.

Click the **Active Only** button to display only active professionals involved. Click again to view the list of all professionals.


Click  **Save**. This will open the [Case Generation Wizard](#).

## Fostering Chronology

The Fostering Chronology is opened by clicking the hyperlink located in the **Links** panel or by clicking the **Edit** hyperlink in the **Open** column of the [Foster Register](#) Applications browse.

The chronology displays the **Application/Registration** summary about the applicant(s): **Reference Number**, **Current Status**, **Case Reference Number** and also names, addresses, telephone numbers.

This precedes the Fostering Chronology browse which lists **events** associated with the application, showing the **Date** of the event and a **Description**.


**Filter:** The Chronology browse can be filtered by **Events Within** a date range and **Event Type**. Clicking the  **Refresh** icon will update the list to show all events matching the criteria.

Each instance in the Chronology will show the Event Date, Application Details, Current Status and any Notes. It can also include details of each Applicant with their current individual status.

Clicking the **Edit** hyperlink will open a dialog related to the Event Type, for example, the **Fostering [Application/Registration Status](#)** dialog allows you to update the Status of the application, **Registration** type opens the [Fostering Registration](#) dialog which shows full details of the application. To change the Status of an individual Applicant create an [Applicant Status](#) event. Selecting [Case Note](#) allows you to add a new Case Note Event to the Chronology and attach any relevant documents.

To add a new Event open the dialog by clicking the **New Menu** to add a new Event open the dialog by clicking the **New Menu** icon.

### New Menu

The  **New** icon is located top left of the page and displays a drop-down menu. Selecting an item from the menu will open an appropriate **page** to make changes affecting the application or **Exemplar**, allowing you to add Exemplar events to the Chronology if required. The [Application/Registration Status](#) option allows you to add a new Status to the application as appropriate. Selecting [Case Note](#) allows you to add a new Case Note Event to the Chronology and attach any relevant documents.

## Fostering Application/Registration Status

The purpose of this dialog is to allow you to change the status of the application and is opened when the **Edit** hyperlink is clicked where a Fostering Chronology Event Type is Application/Registration Status. It may also be opened by selecting this option from the **New** menu on the Chronology allowing you to add a change of status as a new Event.

## Adoption

Select the appropriate **Status** from the drop-down list. When the dialog is opened by clicking the **Edit** hyperlink it will display the current status, when opened by selecting **New** the Status field will be blank. The available status options are: Prospective Application, Under Assessment, Application closed before Assessment, Application closed after Assessment, Approved, Suspended, Registered and De-Registered. The date of change is shown as a **Start Date**, this will default to the current system date. The **Notes** box allows you to make relevant comments; such notes are displayed in the Fostering Chronology description.

The latest **Status Change** date can be edited. Any changes to this date are audited.

*When the status of the application is changed to **Registered**, the [Fostering Registration](#) dialog is automatically opened for you to complete.*

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

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You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Fostering Applicant Status

The purpose of this dialog is to allow you to change the status of an individual applicant. Changes can be made to each applicant if appropriate, for example, if a foster carer retires. The dialog is opened when the **Edit** hyperlink is clicked where a Fostering Chronology Event Type is **Applicant Status**.



When the dialog is opened it will display the current status of the first Applicant. The **Applicant drop-down** allows you to select an alternative applicant. The available status options are: Counselling Out, De-Registered and Registered, Resigned, Retired, Suspended and Withdrawn. The date of change is shown as a **Start Date**, this will default to the current system date. The **Notes** box allows you to make relevant comments, such notes are displayed in the Fostering Chronology description.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
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You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Fostering Registration

The Fostering Registration dialog is first opened when the status of an application is changed to Registered; the title bar will display the Registration No. Subsequently it is opened by clicking the **Edit** hyperlink from the Fostering Chronology where the Event Type is **Registration**.

It is automatically populated with information from the application but this may be edited if required, for example, the age range or Placement Limit may be adjusted.

The form outlines details of the Registration, showing the **Registration No**, **summary** details of the **Foster Carer(s)**, **Placement Information**, **Placement Types**, any **Agency Information**, if the Carer(s) are Registered to take children with **Disabilities** and any **Specific Placements**.

This is an agreement between the Foster Carer(s) and the Local Authority outlining the placement the Carer(s) are Registered to provide.



## Fostering Case Note

### ➔ [Case Notes \(Fostering\)](#)

The purpose of this dialog is to add a Case Note Event to the Chronology allowing you to attach relevant documents. A Case Note can be a record of **Emails**, **Letters** and/or **Telephone** calls received or sent, a **Home Visit**, **Meetings** or **Manager's Comments**.

The **Application Reference Number** will automatically be displayed. Select an **Event Type** from the drop-down list. The **Date** and **Time** fields and **Case Note Description** are mandatory fields which must contain an entry before the record can be saved. A text box allows you to enter a list of **People Present** if appropriate.

Clicking **Save** will return you to the Fostering Chronology page.

**Attached Documents** is the second panel of the dialog which allows you to add a link to relevant documents. Clicking the **New** icon opens the **Select the file to attach Case Note** dialog to locate the appropriate file, eg document, photograph. When a file is linked to a Case Note a copy of the file is placed on the Server, you will be asked if you want to remove the original file from your computer. Selecting **No** will retain the original on your computer.

When one or more documents are attached the **Delete** and **Open** icons are enabled.

The attached file can be viewed by clicking the **Edit** hyperlink in the Chronology.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

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- Questions where Spell Check has been set to - "On"
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You can edit "Options" of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Fostering Case Note Date

This is a mandatory field and may be entered in *dd/mm/yy* format or selected from the drop-down calendar.

## Fostering Case Note Time

This is a mandatory field and must be entered in *hh:mm* format, eg 15:30.


## Foster Register

*Reference Guide RG\_Fostering\_Foster Register is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

The **Foster Register** is opened from the main **Focus | Fostering** menu. The focus opens with the **Application Register Filter** which by default lists all Fostering applications.

### Application Register Filter

The Register can be filtered by **Date Range**, Application Reference Number, Family Name, Given Name and **Application Status**.


Enter or select known information in the criteria fields and click the  **Refresh** icon. The list will display all Carers matching the search criteria.

Summary information is displayed for each Carer record in the list. This comprises the current **Status**, names of **Placements**, the number of the **Placement Limit** and the number of **Vacancies** available. Clicking the **Open(Edit)** hyperlink will open the [Fostering Chronology](#) for that application.

Highlight an Application and click on [Placement History](#) in the **Links** panel to view historic details of a Placement.

## Fostering Registration Form

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The **Fostering Register** is opened by clicking the  **New** icon on the [Foster Register](#) filter page to register new applicant(s) or an existing registration by clicking the **Edit** hyperlink from the Fostering Chronology where the Event Type is **Registration**.

The **Fostering Registration** form comprises a series of panels pertinent to the registration.

The form outlines details of the Registration, showing the **Registration No**, summary details of the Foster Carer(s), **Placement Information**, **Placement Types**, any Agency Information, if the Carer(s) are Registered to take children with **Disabilities** and any **Specific Placements**.

If it is a new registration, the **Registration No**, **Status** and the **Registration Date** fields are populated when the Application is first saved.

*Before the Registration can be saved at least one applicant must be matched to a person on the database and the Placement Limit must be defined.*

Each applicant must be matched to a person on the database or, if necessary, **added** to the database if the name doesn't exist.

The subsequent panels allow you to record information relevant to the adoption application, such as **Placement Information**.

## Adoption

The **Disabilities** panel provides the facility to indicate whether the applicant(s) wish their registration to include children with hearing and visual impairment and/or children requiring a wheelchair.

## Placement History

The **Placement History** [Application Ref No: *nnnnnn*, Applicant(s): *name*] screen is opened from the **Links** panel in Focus | Fostering | [Foster Register](#).

It shows read-only information of the **Application Reference Number** and the **Application Date**.


The Placement summary gives details of the name of the **Child**, **Age**, **Gender**, **Start Date**, **End Date**, **Exempted**, **Injury** and **Allegation**.

## Establishment Focus

### Establishment


#### Establishment (Team)

The **Establishment** focus is an area which enables you to organise posts within a team structure.





 An establishment cannot be created until posts have been defined. The post must contain at least one member with a current or future **Start Date** to make it available for selection.






When the focus is selected the [Establishment Enquiry](#) form is displayed.




#### Establishment Definition Enquiry


The  Establishment Definition Enquiry page is opened via Tools | Team Structure | **Establishment**. It allows you to search for pre-defined establishments or teams. This includes Service Teams.

To find the required record enter a full or partial description in the Establishment Information **Name** field.

Clicking  **Search** will return a list of Establishments matching the criteria. Details of each Establishment can be seen in the lower panel by clicking the  **Open** icon and then the  and  icons to move to the previous or next record.

**Double clicking** on an item in the list or clicking  **Open in New Window** will open the  [Establishment Definition](#) in a new scrollable window. A  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. Click **Finish** to save. Click the  **Wizard** icon again to return to a scrollable form.


**To add an Establishment**, click the  **New** icon. This will open the  [Establishment Definition](#) page. A new establishment can also be **added** from the **Establishment Definition** panel on this page by clicking the  **New** icon.




**To delete an Establishment** click the  **Delete** icon. You will be prompted with a warning message: 'Are you sure you want to delete this Establishment?' Select **Yes** to remove the establishment from the list. Select **No** to return to the Establishment Information panel.


 An Establishment record can only be deleted if it does **not** have a Post attached to it.



If an Establishment has a Post assigned to it you will see the following message at the bottom of the screen if you try to delete it: ❌ 'Cannot delete this establishment as there are one or more posts linked to it'.

## Establishment Definition

This page is opened when an Establishment is selected from the [Establishment Definition Enquiry](#) page or when the  **New** icon is clicked to add a new establishment or team.

The page is divided into two panels: **Establishment Details** and **Post Hierarchy**. A  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. Click **Finish** to save. Click the  **Wizard** icon again to return to a scrollable form.

If an establishment record is opened by selecting the  **Open in New Window** icon then the **Establishment Details Name** will automatically be entered and the **Post Hierarchy** panel will list the Posts, if any, that have been assigned to the establishment in tree format.

Clicking a plus sign  will expand the tree to reveal additional posts. Click on a minus sign  to collapse the tree.

If this is a **new** Establishment enter the **Name** in the Establishment Details field. The Establishment will appear in the **Post Hierarchy** panel ready to be assigned Posts.

### Default by Establishment

ContactPoint Contact information may be entered or selected; such information is: Address, Email Address, Telephone, Organisation (ContactPoint Organisation Name lookup) (*Lookup Table ID 1152*).

The **Send to ContactPoint** and **ContactPoint Sensitive** boxes allow you to set defaults for ICS Caseowners and ICS Keyworkers linked to the Establishment.

Subsequently when a new case is added or keyworker recorded against the person, an active Establishment must be selected. That Establishment is used to provide the defaults for **Send to ContactPoint** and **ContactPoint Sensitive** fields.

*It is not compulsory to complete these fields; if they are not completed the defaults set in the ContactPoint Console | v3 Services Setup will be used.*



### Assigning Posts to an Establishment

**To assign a Post to an Establishment** select a post from the **Posts not assigned to any establishment** window and using the left mouse button 'drag' the required Post to a position on the Establishment tree.

If the required post is not available this will have to be set up in **Tools | Team Structure | Posts | Post Definition** page.

 *A Post can only be in one Establishment/Team but a person can be in more than one Post.*

**To remove a Post** highlight it in the Post Hierarchy and click the  **Remove Post** icon. It will return to the **Posts not assigned to any establishment** window.

Posts can be repositioned in the hierarchy by using the  **Move Post Up** and  **Move Post Down** icons. A Post can also be repositioned by using the left mouse button and 'dragging' it to the required branch on the tree.

Click  **Save**.

## Question Definition (Admin)

### ICS Question Definitions

Existing ICS Question Definitions are viewed via **Tools | Administration | Form Builder | ICS Forms | Question Definitions**.

A bank of questions is included which populate the exemplars supplied with the installation.

Selecting **Tools | Administration | Form Builder | ICS Forms | Question Definitions** displays the ICS [Question Definition Enquiry](#) page.

The purpose of this focus is to define the questions to be used in form definitions. New Questions can be added to the bank of questions when creating a new form from the [Form Definition](#) page; existing questions can only be edited if that question has not been used in a form definition.

### EHCP Question Definitions

*The following reference guides are available on the One Publications website (www.onepublications.com) to help you with this process:*

RG\_Administration\_Viewing EHCP Questions Definitions  
RG\_Administration\_Cloning EHCP Form Definitions  
RG\_Administration\_Creating EHCP Form Definitions.

The **EHCP Question Definition** page enables you to define the questions to be used in the form definitions. Existing EHCP question definitions are viewed via **Tools | Administration | Form Builder EHCP Forms | EHCP Question Definitions**.

A bank of questions is included which populate the EHCP forms supplied with the installation.

Selecting **Tools | Administration | Form Builder | EHCP Forms | EHCP Question Definitions** displays the **EHCP [Question Definition Enquiry](#)**.

New EHCP question definitions are created via **Tools | Administration | Form Builder | EHCP Forms | EHCP Form Definitions**.

New questions can be added to the bank of questions when creating a new form from the [Form Definition](#) page; existing questions can only be edited if that question has not been used in a form definition.

*For more detailed information, please refer to the One SEND Handbook available on the One Publications website (www.onepublications.com) and My Account.*

### SEND Portal Question Definitions

Existing **SEND Portal Question Definitions** are viewed via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions**. These question definitions are used to create a form when an assessment is requested from a Citizen portal user or a Professional portal user.

Selecting **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions** displays the **SEND Portal [Question Definition Enquiry](#)**.

New SEND portal question definitions are created via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**.

New questions can be added to the bank of questions when creating a new form from the [Form Definition](#) page; existing questions can only be edited if that question has not been used in a form definition.

*For more detailed information, please refer to the One SEND Portal Handbook available on the One Publications website (www.onepublications.com) and My Account.*

## Question Definition Enquiry

The **EHCP Question Definition Enquiry** page is accessed via **Tools | Administration | Form Builder | EHCP Forms | EHCP Question Definitions**.

The **ICS Question Definition Enquiry** page is accessed via **Tools | Administration | Form Builder | ICS Forms | Question Definitions**.

The **SEND Portal Question Definition Enquiry** page is accessed via **Tools | Administration | Form Builder | SEND Portal Question Definition**.

The **Question Definition Enquiry** page enables you to search for a specific question by entering a full or partial **Question Code** and clicking the **Search** button. This returns a list of questions matching that criterion. Alternatively, clicking the **Search** button returns a list of all the questions in **Question Code** order.

Select a question by double clicking on the name or select the name and click **Open in New Window**.

Both actions display the [Question Definition](#) page.

Questions can only be edited if that question has not been used in a form definition.

To delete a question click the **Delete** button. This is only enabled when a question has been highlighted. A message displays asking you to confirm that you want to delete the question. Click **YES** to confirm.

## Question Definition

The **ICS Question Definition** page is accessed via **Tools | Administration | Form Builder | ICS Forms | Question Definitions**. This page is for information purposes only.

To add new questions the **ICS Question Definition** page must be accessed via **Tools | Administration | Form Builder | ICS Forms | Form Definitions**, then click the **Actions** menu icon and selecting **Create New Question**.

When defining a question it must have a **Question Code**, **Description** and **Data Type** before it can be saved. The system will not allow questions starting with **Z** to be defined.

### EHCP Question Definition

The **EHCP Question Definition** page is accessed via **Tools | Administration | Form Builder | EHCP Forms | EHCP Question Definitions**. This page is for information purposes only.

To add new questions, the **EHCP Question Definition** page must be accessed via **Tools | Administration | Form Builder | EHCP Forms | EHCP Form Definitions**, then click the **Actions** menu icon and selecting **Create New Question**.

When defining a question it must have a **Question Code**, **Description** and **Data Type** before it can be saved. The system will not allow questions starting with **Z** to be defined; these are used for Children's Social Care (ICS).

### SEND Portal Question Definition

The **SEND Portal Question Definition** page is accessed via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Question Definitions**. This opens the **SEND Portal Question Definition Enquiry** enabling you to search for existing question codes.

To add new questions and question codes to an existing form, the **SEND Portal Question Definition** page must be accessed via **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions**. Select the required form, then on the **Form Questions | Question Selector** panel click the **Actions** menu icon and selecting **Create New Question**.



## Creating New Question Definitions

When defining a question it must have a **Question Code**, **Description** and **Data Type** before it can be saved. The system will not allow questions starting with **Z** to be defined; these are used for Children's Social Care (ICS).

The **Data Type** must be selected from the drop-down list. The data type selected controls how the question is displayed.

An optional check box is available to create a **Memo** on the exemplar. The **Memo** field enables you to undertake the following forms of format to text entered in the memo field: *Undo*, *Redo*, *Bold*, *Italics*, *Underline*, *Strike out*, *Font*, *Colour*, *Left Align*, *Centre Align*, *Right Align* and *Bullet Points*. These formats are available as icons in the memo. A Spell-Checker is also available.

In addition you will be able to *Copy*, *Cut* and *Paste* using Alt C, Alt X and Alt V. You will be able to enter details into the field displayed on the form on the screen.


When pasting from a Word document into a memo field you will not be able to paste pictures, shapes, background colour and highlighting.

The memo field can be expanded to fill the screen, edited and then returned to its previous size and placed within the form/screen.

Free-text fields can contain up to 75 characters per line. Consideration should be given to this when defining the character length in the question construction.

 All existing text boxes that are 1000 characters or more are converted to **Memo** fields.

The **Questions Restrictions** panel allows you to apply constraints and attributes if appropriate. It allows you to define a maximum character length of the answer; this must include all characters and spaces. Check the boxes appropriately to indicate if you wish the text in a **Text Data Type** question box to be spell checked; if the answer is **Mandatory** and if the answer appears in the **Chronology**. An answer is **Constrained** when the system will only allow the answer to be a specific format, e.g. a date in dd/mm/yyyy format, Yes/No, an integer, or if there are defined constraints where you can only choose from a drop-down list of items.

 If the **Data Type** is Service or Service Provider Link it is mandatory that these appear in the Chronology.

When the question has been saved, it will then be added to the existing bank of questions available to the [Form Definition](#) focus.

## Spell Checker

A spell checker control is available called Keyoti RapidSpell. RapidSpell is available for use in:

- All memo fields
- Questions where Spell Check has been set to - "On"
- Certain hard coded fields

RapidSpell is permanently set to 'on', so that it will always check those fields where spell checking is required.

If a user types an incorrectly spelt word the system will highlight it, by underlining it with a red line. If the user hovers over the misspelt word and "right clicks" it, the system will present a list of correct words for the user to select.

You can request that RapidSpell display correct spelling options (in Dialog window format) be run for all the words in the field which is "in focus" by selecting F7.

RapidSpell will move from one misspelt word to the next until all the highlighted words are checked.



Spell Check enables you to:

- Ignore the misspelling once
- Ignore all of the same spelling entries in the field
- Enter the correct spelling manually

Spell Checker will present you with one or many suggestions.

You will be able to change the incorrectly spelt word once in the field or request that the system corrects all the same words in that field in one action.

You can edit “Options” of Spell-Check, whilst in the Spell-Check routine, and after having completed this action then resume the running of the Spell Check Tool.

## Constraint List

If the question is constrained, the **Constraint List** box allows you to enter items that will be displayed on the form as a drop-down list. Such items should be entered as a list by using the **Return** key, for example,

Yes  
No

When constructing a constrained list ensure that the field length is set to be at least one character greater than the longest option within the list. If you don't do this an error message will appear: *<question> is greater than the maximum permitted of <character length>*.

[Quick Reports](#) can be available.

# Form Definitions (Administration)

## Form Definitions

*The following reference guides are available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.*

RG\_Printing ICS and EHCP Forms  
RG\_Cloning EHCP Form Definitions  
RG\_Creating EHCP Form Definitions  
RG\_Viewing EHCP Question Definitions

## ICS Form Definitions

The **ICS Form Definitions** are located via **Tools | Administration | Form Builder | ICS Forms**.

These form definitions enable you to create your own forms or use the exemplars provided. There are pre-defined exemplars supplied with the Children's System. The exemplars supplied by Capita are prefixed with the letter **Z**, eg ZA, ZB. When defining a new form all other characters are available for use as **Form Definition Codes**.

The exemplars allow you to record essential information about the child and family, other professionals and agencies in contact with them, and significant events in the child or young person's life. They also record information relating to contact with and referral to Social Services and closure of cases.

The [Relationships](#) panel enables you to generate exemplars for other people who have a relationship to the Subject.

## Adoption

Select **Tools | Administration | Form Builder | ICS Forms | Form Definitions** to display the [Form Definition Enquiry](#) page enabling you to locate your required form.

### EHCP Form Definitions

The **EHCP Form Definitions** are located via **Tools | Administration | Form Builder | EHCP Forms**.

Capita One has provided an EHCP form definition template for you to clone; this is the recommended method of creating a student's EHCP form. However, if you wish, you can create a new form definition according to your local authority's requirements.

When creating a new EHCP form definition, you cannot pre-fix the name of the form with the letter Z; this letter is only available for system generated ICS form definitions.

Select **Tools | Administration | Form Builder | EHCP Forms | EHCP Form Definitions** to display the [EHCP Form Definition Enquiry](#) page.

### SEND Portal Form Definitions

The **SEND Portal Form Definitions** are located via **Tools | Administration | Form Builder | SEND Portal Forms**.

When creating a new SEND portal form definition, you cannot pre-fix the name of the form with the letter Z; this letter is only available for system generated ICS form definitions.

Select **Tools | Administration | Form Builder | SEND Portal Forms | SEND Portal Form Definitions** to display the **SEND Portal Form Definition Enquiry** page.

When a form is viewed via the Citizen portal or the Professional portal, the title will always be prefixed with *Special Educational Needs & Disabilities*.

## Form Definition Enquiry

The **Form Definition Enquiry** page is available for the following form definitions:

- ICS (Children's Social Care)
- EHCP (Education, Health and Care Plan)
- SEND Portal (Special Educational Needs and Disabilities).

Enter a full or partial **Form Definition Code**, if known, and click the **Search** button. This returns all forms based on the code entered. Alternatively, clicking the **Search** button without a code returns a list of all forms.

To limit your search in ICS and EHCP forms, click on the **Form Definition Filter** drop-down to select **All**, **Current**, **Previous** or **Future**. For SEND portal forms, select **All**, **Live** or **Not Live** from the **Form Definition Filter**.

Click the **Open** button to display the selected form in the lower panel or a better option is to click the **Open in New Window** button to display the [Form Details](#) window set up for the selected form.

Click the **New** button to display a blank **Form Details** window for you to create your own form.

➡ **Related Topics:** [Question Selector](#), [Form Instance for Data Entry](#), [Exemplar Assistant](#), [Form Wizard](#), [Offline Editing](#), [How to Use Quick Reports](#).

## Form Details

The **Form Details** page is available for the following forms:

- ICS (Children's Social Care)
- EHCP (Education, Health and Care Plan)

- SEND Portal (Special Educational Needs and Disabilities).

The page displays details of the selected form in outline.

### ICS Form Details

The **ICS Form Details** are:

- **Title**
- **Subtitle**
- **Form Definition Code**
- **Start Date**
- **Age Range** boxes
- **CRN** (Case Reference Number) **can be recorded**
- **CRN is mandatory**
- **Fostering Exemplar**
- **Adoption Exemplar**
- **Form Guidance Notes**
- **Form Definition Group**
- **Form Definition Type.**

A **Form Definition Type** pre-populates a new form with questions. All forms of a type will have the same questions available to them for selection. New questions can also be added to the form if required.

An existing form definition can be duplicated by clicking the **Clone** button at the top of the page. This will display a copy of the original Form showing the existing Form Definition details with the current date as the new **Start Date**. Details can be changed to reflect the new version and the questions modified as required.

**NOTE:** It is recommended that a new **Title** and **Form Definition Code** be applied to assist identification.

When an ICS form is defined it must have a **Title**, **Form Definition Code**, **Start Date** and entries in the **Age Range Start** and **End** boxes, before it can be saved.

The **Sign Off** panel enables you to indicate which posts in the team are responsible for the **Sign Off** and **Counter Sign Off** of the completed report. These are the [Digital Signatories](#) found at the end of each form. The signed-off forms and exemplars are non-editable and once saved the header will display **(READ ONLY)**.

The [Question Selector](#) is a two pane panel which will either be pre-populated in the left pane for an existing form or will be blank for a new form. The right pane lists all questions available for selection but the facility is available to define your own questions. To do this, click the **Actions** menu icon and select **Create New Question**. This displays the [Question Definition](#) window. This is the only method of creating new questions.

The layout for an existing form is a series of **Question Groups** into which related questions are added, these constitute the form. The **Data Type** associated with each question dictates how it will be displayed for data entry and the data **format**. An optional field is available to insert **Data Group Guidance Notes**.

Click the **Actions** menu icon to **Edit Group**, **Delete Group** or **Delete Question from Group**.

The **Data Group Name** can contain up to 300 characters, but care should be taken that the heading will fit to the screen.

## Adoption

Enter the panel **Number on Form** and check the box for **Does the group repeat**, if required.

**Guidance Notes** can be added if required. Guidance notes can be produced for the Exemplar as a whole by inserting text in the **Form Guidance Notes** section.

Guidance notes can also be added to each panel. Select the panel for which you require to add Guidance notes, click on **Actions | Edit Group**. Enter text in the **Data Group Guidance Notes**. On requesting a **Print with Guidance Notes** the system will present you with the exemplar with guidance notes displayed. These will be in italics and appear above the details of the panel.

The fields for entering guidance notes will be editable all the time.

*All existing question text boxes that are 1000 characters or more are converted to **Memo** fields.*

**Free-text** fields can contain up to 75 characters per line. Consideration should be given to this when defining the character length in the question construction.

Each question can be moved up or down by clicking the respective icon at the top of the **Question Selector**.

➡ Related Topics: [Matching a Person](#), [Form Definition](#), [Question Selector](#), [Form Instance for Data Entry](#), [Set ACL](#), [Exemplar Assistant](#), [Significant to](#), [Form Wizard](#), [Offline Editing](#), [How to Use Quick Reports](#).

### EHCP Form Details

The **EHCP Form Details** are:

- **Title**
- **Subtitle**
- **Form Definition Code**
- **Start Date**
- **Age Range Starts At**
- **Age Range Ends At**
- **Form Description**
- **Form Guidance Notes**

An existing EHCP form definition can be duplicated by clicking the **Clone** button at the top of the page. This will display a copy of the original form showing the existing **Form Definition Form Details** with the current date as the new **Start Date**. Details can be changed to reflect the new version and the questions modified as required.

**NOTE:** *It is recommended that a new **Title** and **Form Definition Code** be applied to assist identification.*

When an EHCP form is defined it must have a **Title**, **Form Definition Code**, **Start Date** and entries in the **Age Range Start** and **End** boxes, before it can be saved.

The **Sign Off** panel enables you to indicate which posts in the team are responsible for the **Sign Off** and **Counter Sign Off** of the completed report. These are the [Digital Signatories](#) found at the end of each form. The signed-off forms are non-editable and once saved the header will display **(READ ONLY)**.

The [Question Selector](#) is a two pane panel which will either be pre-populated in the left pane for an existing form or will be blank for a new form. The right pane lists all questions available for selection but the facility is available to define your own questions. To do this, click the **Actions** menu icon and select **Create New Question**. This displays the [Question Definition](#) window. This is the only method of creating new questions.

The layout for an existing form is a series of **Question Groups** into which related questions are added, these constitute the form. The **Data Type** associated with each question dictates how it will be displayed for data entry and the data **format**. An optional field is available to insert **Data Group Guidance Notes**.

Click the **Actions** menu icon to **Edit Group**, **Delete Group** or **Delete Question from Group**.

The **Data Group Name** can contain up to 300 characters, but care should be taken that the heading will fit to the screen.

**Guidance Notes** can be added if required. Guidance notes can be produced for the form as a whole by inserting text in the **Form Guidance Notes** section.

Enter the panel **Number on Form** and check the box for **Does the group repeat**, if required.

Guidance notes can also be added to each panel. Select the panel for which you require to add guidance notes, click on **Actions | Edit Group**. Enter text in the **Data Group Guidance Notes**. On requesting a **Print with Guidance Notes** the system will present you with the exemplar with guidance notes displayed. These will be in italics and appear above the details of the panel.

The fields for entering guidance notes will be editable all the time.

*All existing question text boxes that are 1000 characters or more are converted to **Memo** fields.*

**Free-text** fields can contain up to 75 characters per line. Consideration should be given to this when defining the character length in the question construction.

Each question can be moved up or down by clicking the respective icon at the top of the **Question Selector**.

## SEND Portal Form Details

The **SEND Portal Form Details** are:

- **Title**
- **Subtitle**
- **Form Definition Code**
- **Live** – enables the form to be viewed on the Citizen and Professional portals
- **Hide in Chronology**
- **Portal Type** – Citizen or Professional
- **Portal user Type** – Parent/Carer or Young Person
- **EHCP Type** – Draft EHCP or Final EHCP
- **Portal Process Step** – Request, Assessment, EHC Plan or EHCP Reviews
- **Form Description**
- **Form Guidance Notes**.

An existing SEND portal form definition can be duplicated by clicking the **Clone** button at the top of the page. This displays a copy of the original form showing the existing **Form Definition Form Details** with the current date as the new **Start Date**. Details can be changed to reflect the new version and the questions modified as required.

**NOTE:** *It is recommended that a new **Title** and **Form Definition Code** be applied to the cloned forms to assist identification*

When a SEND Portal form is defined it must have a **Title**, **Form Definition Code**, **Portal Type**, **Portal User Type** (if Citizen Portal) before it can be saved.

## Adoption

The [Question Selector](#) is a two pane panel which will either be pre-populated in the left pane for an existing form or will be blank for a new form. The right pane lists all questions available for selection but the facility is available to define your own questions. To do this, click the **Actions** menu icon and select **Create New Question**. This displays the [Question Definition](#) window. This is the only method of creating new questions.

The layout for an existing form is a series of **Question Groups** into which related questions are added, these constitute the form. The **Data Type** associated with each question dictates how it will be displayed for data entry and the data **format**.

Click the **Actions** menu icon to **Edit Group**, **Delete Group** or **Delete Question from Group**.

The **Data Group Name** can contain up to 300 characters, but care should be taken that the heading will fit to the screen.

Enter the panel **Number on Form** and check the box for **Does the group repeat**, if required.

Guidance notes can also be added to each panel. Select the panel for which you require to add guidance notes, click on **Actions | Edit Group**. Enter text in the **Data Group Guidance Notes**. On requesting a **Print with Guidance Notes** the system will present you with the exemplar with guidance notes displayed. These will be in italics and appear above the details of the panel.

The fields for entering guidance notes will be editable all the time.

*All existing question text boxes that are 1000 characters or more are converted to **Memo** fields.*

**Free-text** fields can contain up to 75 characters per line. Consideration should be given to this when defining the character length in the question construction.

Each question can be moved up or down by clicking the respective icon at the top of the **Question Selector**.

## Form Instance for Data Entry

To input information click **Create New Form for Data Entry** in the **Links feature panel**.

If the **Links** feature panel is not on screen, click the **Show/Hide** button and select **Links**.

The questions will be displayed in a data entry form according to the list order and their Data Type. At runtime the Data Entry form is built with the questions inserted from left to right based on their Data Types.

When a form is created for data entry additional function icons are displayed along the top of the form. These are **Save**, **Delete**, **Save Offline Create New**, **Add More**, **Data Panels**, **Delete Repeated Panel**, **Alerts Exemplar Assistant** and **Significant to**. The **Unlock** icon is only enabled for signed-off Exemplars. When this is selected the system creates a copy of the Exemplar for editing purposes. The copy has a **Version** number appended to the title. Each version will be stored in the database and will become non-editable when signed-off. The signed-off Exemplars are non-editable and once saved the header will display **(READ ONLY)**.

*The system allows you to unlock an exemplar for editing using a versioning process which creates a copy of the original and assigns a Version Number to the copy. Once the copy is signed-off it is locked. To create another version use the **Unlock** process again.*

Each Question Group is represented by a tab at the top of the page. Clicking a tab will scroll to that Question Group showing the cursor flashing in the first question. To display tabs not initially visible, use the **Previous** or **Next** icons. Alternatively, a "go to" box is available (next to the **Wizard** icon). To use this, enter the **number** of the Question Group and press your ENTER key.




## Matching a Person

The subject of an Exemplar must be matched to a One person. To do this, click the **Match** button. This will open the [Person Enquiry](#). Locate the person by entering relevant search criteria. When a person is matched the Person Details are automatically displayed in the appropriate fields, including the **Principal Address**.


### Principal Address

The Principal address used is the Person's **Correspondence** address. If a Correspondence address is not defined in One the address used then will be the Person's **Home** address. If the Person has more than one Home address defined it will take the one with no End Date, alternatively it will use the most recent. If there is no Correspondence or Home Address, it will look for a **Work** address using the same process as the Home address.


If the **Home** and **Work** address both have an identical End Date the address used in this case, will be the Person's **Home** address.


If the Principal Address is not the one required clicking on the  **Addresses** button will allow you to select any of the addresses attached to that Person entity.

Click on the dropdown to select the **Default Address Type for ICS**. When the record is saved the Address in the header will correspond to the selection.


*The **Addresses** button will only be made available when trying to match a person in an exemplar for a Question of type 'Person'. Areas other than exemplars will not display the  **Addresses** button.*

An address can be unmatched, allowing you to search for one more appropriate.

To do this unmatch the Person and place the cursor in an address field. The  **Address Match** will then be enabled allowing you to access the [Address Enquiry](#) dialog.

If this is not the correct person you may unmatch it by clicking the  **Unmatch** icon and restarting the match process.

## Exemplar Assistant

The Exemplar Assistant is a convenient way of randomly navigating a Form, instead of using the scroll bar. It is only available to an Exemplar for [Data Entry](#) form. To display it click the  **Exemplar Assistant** icon located at the top of the form. This will open a dialog listing all **Question Groups** on the selected Exemplar. Clicking a Question Group allows you to jump to that panel on the form with the cursor in the first field of the Group.

The Exemplar Assistant is divided into four sections: **Incomplete Mandatory Questions**, **Empty Non-Mandatory Sections**, **Partially Complete** and **Complete**. Each section will refresh as you fill in the form, moving the Question Groups into an appropriate section.

*This provides a reminder as to the current stage of completion.*

➡ [Form Instance for Data Entry](#)

➡ [Exemplars](#) (Standard Forms)

## Significant To

The **Significant to** facility located at the top of an Exemplar for [Data Entry](#) allows you to mark individual questions on an Exemplar to Specialist categories as significant to the Child's Chronology. All questions marked as such can be viewed in a list from the Child's Chronology. The **Significant to** drop-down menu is disabled until the cursor is placed in a question field.

To mark a field as **Significant to**:



## Adoption

1. Place the cursor in a question field of which the content may be of particular importance to the Child's record.
2. Click the **Significant to** drop-down menu and choose the Specialist category for that particular data.

*Multiple Specialist categories may be selected for one field by leaving the cursor in the field and repeating the process of clicking the drop-down menu and selecting a category.*

Events marked as significant in one or more Exemplars can be viewed from the Child's Chronology by selecting an appropriate Specialist category from the **View Specific Chronology** drop-down menu. This opens a [Specialist Chronology](#).

➔ [Form Instance for Data Entry, Child's Chronology](#)

## Specialist Chronology

The Specialist Chronology allows you to view information marked on Exemplars as of significant interest, e.g. Date of Allegation, to one or more specialist areas, e.g. Education, Social Services.

The Specialist Chronology is opened from a Person's Chronology by clicking the **iew Specific Chronology** drop-down list and selecting a specialist area. This will open a specific Specialist Chronology. All items marked on Exemplars for the selected specialist area will be listed in date order, showing the name of the Exemplar and the question number of the marked field.

## Form Wizard

Clicking the **Wizard** icon enables you to move through each question group, panel by panel, using **Previous** or **Next** instead of scrolling or by using Alt+> or Alt+< on your keyboard will provide the same function (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first question group respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.

➔ [Form Instance for Data Entry,](#)

## Offline Editing

Forms can be saved for **Offline editing**.

The data entry form can also be added to a [Workflow Queue](#).

➔ [Form Instance for Data Entry,](#)

## Adding an Exemplar to your Workflow Queue

An exemplar cannot be added to a **Workflow Queue** until sufficient information has been added to allow you to save it.

Once the form is saved, the **Workflow** icon is enabled. Clicking the icon opens the [Add Workflow Item](#) dialog.

[Quick Reports](#) are available.

➔ [Form Instance for Data Entry,](#)

## Add Workflow Item

A workflow item can be recorded against the following areas:

- Form Definitions
- Activities
- Communication Logs

- Involvements.

A workflow item is assigned to a user or a post and displays as a Workflow message on their My Home Page.

### Form Definitions

The **Workflow Item** dialog is opened from the Form Definition by clicking the **Workflow** icon. This icon will not be enabled until sufficient information has been added to allow you to save it.

Enter relevant information in the **Notes** box, for example, instructions and by when a response should be made. This will be displayed on [My Home Page](#) as a message in the **Workflow** panel.

The **Assign To** panel allows you to assign the exemplar or Initial Contact to an individual **System User** or make it available to all people assigned to a **Post**. To do this click the relevant browse icon. This action will open a dialog appropriate to your selection, allowing you to select a System User or Post.

Each dialog has a **Looking for** facility. This allows you to enter one or more characters of a name or post which will move the highlight to the first instance in the list.

The **Due** date field will default to one week ahead, a date before the current date is not valid and will not be accepted. This date will probably be mentioned in the **Notes** box, referring to when an action should be taken by.

Clicking OK will add that name to the Workflow Item dialog in the appropriate field.

*If the Due Date is more than a week ahead it will not instantly be displayed in the Workflow Queue.*

### Activities

To add a workflow item to an activity:

1. Select the [Activity Details](#) page.
2. Click the **Workflow** button to display the **Add Workflow Item** dialog.
3. Enter a **Message**.
4. On the **Assign To** panel, select the radio button for **System User** or **Post**.
5. Use the browse button to select the relevant user or post.
6. Select the check box, if you wish this workflow item to be a task.
7. Select the **Due Date**. This defaults to one week ahead. A due date more than a week ahead will not immediately display in **My Workflow Messages**.
8. Click the **OK** button.

The workflow item displays on the **My Home Page | My Workflow Messages** panel of the user or post that was selected on the **Assign To** panel.

### Communication Log

To add a workflow item to a communication log:

1. Select the **Communication Log Details** page.
2. Click the **Workflow** button to display the **Add Workflow Item** dialog.
3. Enter a **Message**.
4. On the **Assign To** panel, select the radio button for **System User** or **Post**.
5. Use the browse button to select the relevant user or post.
6. Select the check box, if you wish this workflow item to be a task.

## Adoption

7. Select the **Due Date**. This defaults to one week ahead. A due date more than a week ahead will not immediately display in **My Workflow Messages**.
8. Click the **OK** button.

The workflow item displays on the **My Home Page | My Workflow Messages** panel of the user or post that was selected on the **Assign To** panel.

## Involvements

To add a workflow item to an involvement:

1. Select the **Involvement Details** page.
2. Click the **Workflow** button to display the **Add Workflow Item** dialog.
3. Enter a **Message**.
4. On the **Assign To** panel, select the radio button for **System User** or **Post**.
5. Use the browse button to select the relevant user or post.
6. Select the check box, if you wish this workflow item to be a task.
7. Select the **Due Date**. This defaults to one week ahead. A due date more than a week ahead will not immediately display in **My Workflow Messages**.
8. Click the **OK** button.

The workflow item displays on the **My Home Page | My Workflow Messages** panel of the user or post that was selected on the **Assign To** panel.

## Digital Signatures

Digital signatures are used to electronically sign off forms, e.g. involvement forms or exemplar forms. The signatures are based on posts in the team responsible for the **Sign Off**, and in the case of exemplars, **Counter Sign Off** of the completed report.

## ICS Exemplar

The Form Definition stage of the form or exemplar has two sign-off panels showing the Team name and the hierarchy of Posts within this Team. A post must be designated as signatories for both **Sign Off** and **CounterSign Off**.

**In use:** when a Record is completed the form must be signed off. The Sign Off options are found at the bottom of the form and are only enabled if all mandatory fields have been completed and the signatories designated.

Clicking the **Sign Now** icon will insert the designated Post into the Digital Signature field and the current date will automatically be entered. Do the same for the Counter Signature.

The signed-off Exemplars are non-editable and once saved the header will display **(READ ONLY)**.

*The system enables you to unlock a form or an exemplar for editing using a versioning process which creates a copy of the original and assigns a Version Number to the copy. Once the copy is signed-off it is locked. To create another version use the **Unlock** process again.*

## Contact Referral Record

When a **Contact Record** is added the Digital Signature is unavailable unless the selected **Action Taken** is “Passed on as Referral”. In this case the Contact Record will be displayed in the **My Referrals** panel of **My Home Page**. The Duty Supervisor will then open the Contact Record and complete the **Supervisor Action** section which includes adding a Digital Signature and what action is taken, eg Accepted as Referral. When the **Sign Now** icon is clicked the [Referral Save Wizard](#) is launched taking you through four steps which will save the Contact Record to the Chronology and add the Digital Signature of the owner to whom you have assigned the new Case.

➡ [Form Instance for Data Entry](#),

## Activities

The **Sign Off** button is available at the top of the [Activity Details](#) page. Clicking the **Sign Off** button populates the **Sign Off** panel with information of who signed off the activity and the date.

The sign off can be reversed by clicking the **Remove Sign Off** button at the top of the **Activity Details** page.

Permissions for Sign Off and Remove Sign Off are granted via **Tools | Permissions | User Group Permissions | All Secured Services | Activity**.

When an activity is signed off or sign off is removed, the information is recorded in the *user\_activity\_log* table.

## Communication Log

The **Sign Off** button is available at the top of the **Communication Log Details** page. Clicking the **Sign Off** button populates the **Sign Off** panel with information of who signed off the activity and the date.

The sign off can be reversed by clicking the **Remove Sign Off** button at the top of the **Communication Log Details** page.

Permissions for Sign Off and Remove Sign Off are granted via **Tools | Permissions | User Group Permissions | All Secured Services | Communication Log**.

## Involvements

The **Sign Off** button is available at the top of the **Involvement Details** page. Clicking the **Sign Off** button populates the **Sign Off** panel with information of who signed off the activity and the date.

The sign off can be reversed by clicking the **Remove Sign Off** button at the top of the **Involvement Details** page.

Permissions for Sign Off and Remove Sign Off are granted via **Tools | Permissions | User Group Permissions | All Secured Services | Involvements**.

## Question Selector

The **Question Selector** is the foundation of a form. It is a two pane panel which will either be pre-populated in the left pane for an existing form or will be blank for a new form. The right pane will list all available questions with the facility to define additional questions.

## Constructing a New Report Form

A Form is constructed of panels which are created for each **Question Group**. Questions are then added to these Groups.

- Prepare the questions for the new form and add them to the Question bank before or during the new form construction. To do this, click the **ctions** menu icon and select **Create New Question**. This will open the [Question Definition](#) window.

## Adoption

- To populate the form select the first question, click on the **Actions** menu icon and select **Create Question Group**. This will open **Question Group** window for you to enter the name of the Question Group. This name will head the panel for that group of questions. Enter **Guidance Notes** if required, the **Number on Form** and whether the group is a **Repeater** Group or not. Subsequent questions can be added to the Group by highlighting the question and selecting **Add Question to Form** or **Add Question to New Group on Form** from the Actions menu.
- The group of questions can be edited; highlight a **Question Group** and click on the **Actions** menu icon, select either **Edit Group** or **Delete Group**. Click on a **Question** then from the **Actions** menu the only option is to select **Delete Question from Group**. Questions can be moved **Up** or **Down** within a Group.

## Create New Form for Data Entry

This hyperlink is located in the **Links** feature panel and is only displayed when a form has been selected from the Form Definition Enquiry. Clicking this hyperlink will display the selected form in data entry format.

From this display you may save the form for Offline use and add it to your Workflow queue.

➔ [Form Instance for Data Entry](#),

➔ [Exemplars](#) (Standard Forms)

## ICS Standard Forms

### Standard Forms

Capita supply pre-defined Exemplars with the Children's System. These Exemplars are prefixed with the letter **Z**, eg ZA, ZB.

The Exemplars allow you to record essential information about the child and family, other professionals and agencies in contact with them, and significant events in the child/Young Person's life. They also record information relating to contact with and referral to Social Services and closure of cases. [Relationships](#) to other people can be viewed and Exemplars can be generated together for all of the people who have a 'relationship' to the Subject.

A System Administrator can choose to display or hide **Ethnicity** and/or **Religion**. This is done in **Tools | Administration | [ICS Parameters](#)**.

The same question can be used on a number of different Exemplars. The system maintains a history of answers for each question for each child. If a user opens a new exemplar for a child, that contains a question used in another exemplar which has an answer in it, the system will pre-populate (auto-population) the question in the newly opened exemplar with the answer entered last for that question.

The system highlights questions which have been auto-populated (with a green box), allowing the user to edit the fields. Once edited, the highlight is removed. When the exemplar is saved the system displays a message to confirm that auto-populated fields have been edited.

If on opening a New Instance the user wishes to clear all fields of data, with the exception of the Subject's details, this can be done by selecting the **Clear All** button which can be found at the top tool bar:

If the user selects to open an exemplar and then selects the "**Create New**" button, data auto populated to the newly created exemplar will be highlighted; similarly on selecting to Unlock an exemplar the unlocked exemplar will highlight any auto populated fields.

When a user "takes" focus within a highlighted field and then edits the field on "moving out" of the field the highlighting will come off.

On selecting to save the exemplar, the system will check if there are any auto populated fields which have not been edited. In the event that such unedited fields exist, the system will present the user with a message, to inform them that there are auto populated fields which have not been edited and ask the user if they wish to continue with saving the exemplar.

It is possible to delete all data entered into the exemplar. This will be irrespective of whether the data has been auto-populated or entered into the exemplar at the point of selecting to open the instance.

Click on the **Event Date** field to order exemplars in the chronology, by the **Event Date** column.

Exemplars currently available are: [Open Case Status: za-OpenCase](#), [Referral and Information Record: zb-Referral](#), [Initial Assessment: zc-Inassess](#), [Record of Strategy Discussion: zi-CP1](#), [Record of Outcome of s47 Enquiries: zk-CP2](#), [Initial Person Protection Conference Report: zl-CP3](#), [Core Assessment Record: zd-Coreas0-1](#), [Core Assessment Record: ze-Coreas1-2](#), [Core Assessment Record: zf-Coreas3-4](#), [Core Assessment Record: zg-Coreas5-10](#), [Core Assessment Record: zh-Coreas11-15](#), [Core Assessment Record: zi-Coreas16+](#), [Child/Young Person's Plan: zm-Cypplan](#), [Placement Information Record: zn-Placerec](#), [Placement Information Record \(minimum standards\): zn-PlaceInfRec](#), [Child/Young Person's Care Plan: zo-Careplan](#), [Child/Young Person In Need Review: zp-Cinreview](#), [Child/Young Person's Protection Review: zq-CPRReview](#), [Child/Young Person's Looked After Review: zv-LACReview](#), [Assessment and Progress Record: zu-APR1-2](#), [Assessment and Progress Record: zt-APR3-4](#), [Assessment and Progress Record: zr-APR5-10](#), [Assessment and Progress Record: zs-APR11-15](#), [Child/Young Person's Adoption Plan: zw-Adopplan](#), [Pathway Plan: zx-Pathplan](#).

## Open Case Status: za-OpenCase

This report has been specifically created for the CiN Census to allow practitioners to specify the status of cases that are open at the end of the CiN Census reporting period (31st March).

Valid status values have been defined by the DfE.

## Contact Record: za-contact

This Form is built into the system as part of the Contact Event process. It is used to record all forms of contact made by or on behalf of a Person and family. It allows you to record such information as Details of the Person making the Contact, Method of Contact, the Reason for Contact and Action Taken.

## Referral and Information Record: zb-Referral

⇒ [Form Instance Functionality](#)

The Referral and Information Record gathers together the essential information about a child or young person. Where services are being provided, the **Referral and Initial Information Record** should be regularly updated to ensure essential information about a child or young person and family remains accurate and up to date.

There is an expectation that within one working day of a Referral being received there will be a decision about what response is required (Paragraph 3.8, *Framework for the Assessment of Children in Need and their Families, 2000*).



## Initial Assessment: zc-Inassess

➔ [Form Instance Functionality](#)

An initial assessment is defined as a brief assessment of each child referred to Social Services with a request for services to be provided. This should be undertaken within a maximum of 7 working days from the date of referral but could be very brief depending on the child's circumstances.

**Note:** On completion of the Initial Assessment, a workflow message is generated to the responsible officer or post to read: "Please create the Initial Child's Plan".  
If the outcome of the Initial Assessment and/or the Core Assessment is **Private Fostering Visit under Regulation 8**, a workflow message will be generated for each outcome to notify the Social Worker.  
Message: "A private fostering visit is required in 6 weeks from <Assessment Date>."

In completing this initial assessment, if it is known that a Core Assessment is necessary to develop a fuller understanding of what is happening to a child and family in complex circumstances, Social Work staff should make a professional judgement about whether it is necessary to complete all sections before beginning a Core Assessment.

## Record of Strategy Discussion: zj-CP1

➔ [Form Instance Functionality](#)

A strategy discussion should be held whenever there is reasonable cause to suspect that a child is suffering or likely to suffer significant harm. This may include children who are already looked after, for example, when there is concern about abuse by carers.

This provides a record of the decisions of a strategy discussion/meeting. In some situations, it may be appropriate for a strategy meeting/discussion to consider all children/young people living in a household. Where this occurs, a separate record should be completed for each child/young person.

*A Child Protection Plan can be generated at any time.*

## Record of Outcome of s47 Enquiries: zk-CP2

➔ [Form Instance Functionality](#)

This form allows you to detail actions carried out following the strategy discussion(s), recorded on the Record of Strategy Discussion form, and summarise findings in terms of child's developmental needs, including child's safety; parenting capacity; and wider family and environmental factors.

The **Record of Outcome of s47 Enquiries** should be completed at the conclusion of the enquiries to record the decisions made and the evidence that informed these.

*A Child Protection Plan can be generated at any time.*

## Initial Person Protection Conference Report: zl-CP3

➔ [Form Instance Functionality](#)

The Initial Child Protection Conference Report provides a summary of the information gathered by social services in the course of the initial assessment, and the s47 Enquiry as part of the Core Assessment. For a child and/or family known previously to Social Services, it may also include existing information pre-dating this s47 Enquiry. Paragraph 5.61 in *Working Together* sets out the information to be included in this Report.

An Initial Child Protection Conference should be convened if, having completed s47 enquiries, it is concluded that a child may continue to suffer, or be at risk of suffering significant harm.



**Note:** On completion of the Initial Child Protection Conference, a workflow message is generated to the responsible Child Protection officer or post to read: "Please create Outline Child Protection Plan".

## Core Assessment Record: zd-Coreass0-1

➔ [Form Instance Functionality](#)

### Core Assessment Record: Pre-birth to Child Aged 12 Months

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

## Core Assessment Record: ze-Coreass1-2

➔ [Form Instance Functionality](#)

### Core Assessment Record: Child Aged 1 - 2 years

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

- The questionnaires and scales published in the accompanying materials to the **Framework for the Assessment of Child in Need and their Families**, the Family Assessment and the HOME Inventory may be useful tools in obtaining the information in specific areas (Department of Health, Cox and Bentovim, 2000; Bentovim and Bingley Miller, 2001; Cox and Walker, 2002). The Assessment Record indicates where particular questionnaires and scales may be useful. Practitioners may also choose to use other assessment tools to assist them.
- The Core Assessment Record **should not** be used as a questionnaire. Social workers should gather information by using their professional judgement to select the assessment methods most appropriate to the circumstances of the individual child and family. This could include discussions with the child, family members and other professionals, use of questionnaires and scales, undertaking a HOME or Family Assessment. Indications of when they may be usefully used are noted, in bold, in the left margin of the record. A summary of the information gathered is then recorded in the Core Assessment Record. The completed record is shared with the family.
- Carrying out a core assessment should always be done in a way that helps parents or carers, children and other relevant family members to have their say and encourages them to take part. Space has been provided within the Record for parents/carers and older children to record their views.
- It is expected that other agencies are involved, as appropriate, during the core assessment process. Parental permission to contact other agencies should be obtained except in cases where the safety of the child would be jeopardised (paragraphs 7.27 to 7.38 of **Working Together to Safeguard Children** provides guidance on this issue). Permissions should be obtained from other agencies to share their information with the family.

### **Completing a Chronology as part of a Core Assessment**

- A Chronology should be commenced as part of a Core Assessment. It should continue to be updated until the case is closed. The reviewing officer should ensure that it is up-to-date. There will be cases where it is helpful to commence a Chronology at the time of undertaking an initial assessment. A professional judgement needs to be taken as to when it is helpful to commence a Chronology prior to undertaking a core assessment.

### **Completing a Core Assessment Record with a Looked After Child**

- The majority of children and young people who become looked after return to their birth families. Completing a Core Assessment will help identify the actions necessary to support the child or young person to return to live with their family. The Core Assessment should contain the information and analysis necessary to develop a Care Plan for the child.
- A Core Assessment should be completed prior to a child becoming looked after. It should be commenced immediately if it has not been started prior to the child becoming looked after and should be updated if completed more than six months before the date on which the child became looked after.
- The Core Assessment begins the process of collecting the information necessary to monitor the progress of children and young people who are looked after. For children and young people who remain looked after for longer periods this information will be supplemented by information gathered using the Assessment and Progress Record.

## Core Assessment Record: zf-Coreass3-4

➔ [Form Instance Functionality](#)

### **Core Assessment Record: Child aged 3 - 4 years**

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

- The questionnaires and scales published in the accompanying materials to the **Framework for the Assessment of Child in Need and their Families**, the Family Assessment and the HOME Inventory may be useful tools in obtaining the information in specific areas (Department of Health, Cox and Bentovim, 2000; Bentovim and Bingley Miller, 2001; Cox and Walker, 2002). The Assessment Record indicates where particular questionnaires and scales may be useful. Practitioners may also choose to use other assessment tools to assist them.
- The Core Assessment Record **should not** be used as a questionnaire. Social workers should gather information by using their professional judgement to select the assessment methods most appropriate to the circumstances of the individual child and family. This could include discussions with the child, family members and other professionals, use of questionnaires and scales, undertaking a HOME or Family Assessment. Indications of when they may be usefully used are noted, in bold, in the left margin of the record. A summary of the information gathered is then recorded in the Core Assessment Record. The completed record is shared with the family.
- Carrying out a core assessment should always be done in a way that helps parents or carers, children and other relevant family members to have their say and encourages them to take part. Space has been provided within the Record for parents/carers and older children to record their views.

- It is expected that other agencies are involved, as appropriate, during the core assessment process. Parental permission to contact other agencies should be obtained except in cases where the safety of the child would be jeopardised (paragraphs 7.27 to 7.38 of **Working Together to Safeguard Children** provides guidance on this issue). Permissions should be obtained from other agencies to share their information with the family.

### ***Completing a Chronology as part of a Core Assessment***

- A Chronology should be commenced as part of a Core Assessment. It should continue to be updated until the case is closed. The reviewing officer should ensure that it is up-to-date. There will be cases where it is helpful to commence a Chronology at the time of undertaking an initial assessment. A professional judgement needs to be taken as to when it is helpful to commence a Chronology prior to undertaking a core assessment.

### ***Completing a Core Assessment Record with a Looked After Child***

- The majority of children and young people who become looked after return to their birth families. Completing a Core Assessment will help identify the actions necessary to support the child or young person to return to live with their family. The Core Assessment should contain the information and analysis necessary to develop a Care Plan for the child.
- A Core Assessment should be completed prior to a child becoming looked after. It should be commenced immediately if it has not been started prior to the child becoming looked after and should be updated if completed more than six months before the date on which the child became looked after.
- The Core Assessment begins the process of collecting the information necessary to monitor the progress of children and young people who are looked after. For children and young people who remain looked after for longer periods this information will be supplemented by information gathered using the Assessment and Progress Record.

## Core Assessment Record: zg-Coreass5-10

➔ [Form Instance Functionality](#)

### **Core Assessment Record: Child aged 5-10 years**

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

- The questionnaires and scales published in the accompanying materials to the **Framework for the Assessment of Child in Need and their Families**, the Family Assessment and the HOME Inventory may be useful tools in obtaining the information in specific areas (Department of Health, Cox and Bentovim, 2000; Bentovim and Bingley Miller, 2001; Cox and Walker, 2002). The Assessment Record indicates where particular questionnaires and scales may be useful. Practitioners may also choose to use other assessment tools to assist them.

- The Core Assessment Record **should not** be used as a questionnaire. Social workers should gather information by using their professional judgement to select the assessment methods most appropriate to the circumstances of the individual child and family. This could include discussions with the child, family members and other professionals, use of questionnaires and scales, undertaking a HOME or Family Assessment. Indications of when they may be usefully used are noted, in bold, in the left margin of the record. A summary of the information gathered is then recorded in the Core Assessment Record. The completed record is shared with the family.
- Carrying out a core assessment should always be done in a way that helps parents or carers, children and other relevant family members to have their say and encourages them to take part. Space has been provided within the Record for parents/carers and older children to record their views.
- It is expected that other agencies are involved, as appropriate, during the core assessment process. Parental permission to contact other agencies should be obtained except in cases where the safety of the child would be jeopardised (paragraphs 7.27 to 7.38 of **Working Together to Safeguard Children** provides guidance on this issue). Permissions should be obtained from other agencies to share their information with the family.

#### ***Completing a Chronology as part of a Core Assessment***

- A Chronology should be commenced as part of a Core Assessment. It should continue to be updated until the case is closed. The reviewing officer should ensure that it is up-to-date. There will be cases where it is helpful to commence a Chronology at the time of undertaking an initial assessment. A professional judgement needs to be taken as to when it is helpful to commence a Chronology prior to undertaking a core assessment.

#### ***Completing a Core Assessment Record with a Looked After Child***

- The majority of children who become looked after, return to their birth families. Completing a core assessment will help identify the actions necessary to support the child or young person to return to live with their family. The core assessment should contain the information and analysis necessary to develop a Care Plan for the child.
- A core assessment should be completed prior to a child becoming looked after. It should be commenced immediately if it has not been started prior to the child becoming looked after and should be updated if completed more than six months before the date on which the child became looked after.
- The core assessment begins the process of collecting the information necessary to monitor the progress of children who are looked after. For children who remain looked after for longer periods this information will be supplemented by information gathered using the Assessment and Progress Record.

## Core Assessment Record: zh-Coreass11-15

➔ [Form Instance Functionality](#)

### Core Assessment Record: Young person aged 11-15 years

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

- The questionnaires and scales published in the accompanying materials to the **Framework for the Assessment of Child in Need and their Families**, the Family Assessment and the HOME Inventory may be useful tools in obtaining the information in specific areas (Department of Health, Cox and Bentovim, 2000; Bentovim and Bingley Miller, 2001; Cox and Walker, 2002). The Assessment Record indicates where particular questionnaires and scales may be useful. Practitioners may also choose to use other assessment tools to assist them.
- The Core Assessment Record **should not** be used as a questionnaire. Social workers should gather information by using their professional judgement to select the assessment methods most appropriate to the circumstances of the individual child and family. This could include discussions with the child, family members and other professionals, use of questionnaires and scales, undertaking a HOME or Family Assessment. Indications of when they may be usefully used are noted, in bold, in the left margin of the record. A summary of the information gathered is then recorded in the Core Assessment Record. The completed record is shared with the family.
- Carrying out a core assessment should always be done in a way that helps parents or carers, children and other relevant family members to have their say and encourages them to take part. Space has been provided within the Record for parents/carers and older children to record their views.
- It is expected that other agencies are involved, as appropriate, during the core assessment process. Parental permission to contact other agencies should be obtained except in cases where the safety of the child would be jeopardised (paragraphs 7.27 to 7.38 of **Working Together to Safeguard Children** provides guidance on this issue). Permissions should be obtained from other agencies to share their information with the family.

#### **Completing a Chronology as part of a Core Assessment**

- A Chronology should be commenced as part of a Core Assessment. It should continue to be updated until the case is closed. The reviewing officer should ensure that it is up-to-date. There will be cases where it is helpful to commence a Chronology at the time of undertaking an initial assessment. A professional judgement needs to be taken as to when it is helpful to commence a Chronology prior to undertaking a core assessment.

#### **Completing a Core Assessment Record with a Looked After Child**

- The majority of young people who become looked after return to their birth families. Completing a core assessment will help identify the actions necessary to support the young person to return to live with their family. The core assessment should contain the information and analysis needed to develop a Care Plan for the young person.

## Adoption

- A core assessment should be completed prior to a young person becoming looked after. It should be commenced immediately if it has not been started prior to the young person becoming looked after and should be updated if completed more than six months before the date on which the young person became looked after.
- The core assessment begins the process of collecting the information necessary to monitor the progress of young people who are looked after. For young people who remain looked after for longer periods this information will be supplemented by information gathered using the Assessment and Progress Record.

### Core Assessment Record: zi-Coreass16+

➡ [Form Instance Functionality](#)

#### Core Assessment Record: Young person aged 16 years and over

The Core Assessment Record provides a framework for systematically recording the findings from the core assessment. Whilst the Assessment Record provides some guidance on the areas that should be covered in a core assessment, it is a tool and should not be used as a substitute for a professionally informed assessment process, analysis and judgement.

This provides a structured, in-depth assessment of the child's needs where their circumstances are complex.

A Core Assessment should be completed within 35 working days of its commencement.

- The questionnaires and scales published in the accompanying materials to the **Framework for the Assessment of Children in Need and their Families**, the Family Assessment and the HOME Inventory may be useful tools in obtaining the information in specific areas (Department of Health, Cox and Bentovim, 2000; Bentovim and Bingley Miller, 2001; Cox and Walker, 2002). The Assessment Record indicates where particular questionnaires and scales may be useful. Practitioners may also choose to use other assessment tools to assist them.
- The Core Assessment Record **should not** be used as a questionnaire. Social workers should gather information by using their professional judgement to select the assessment methods most appropriate to the circumstances of the individual child and family. This could include discussions with the child, family members and other professionals, use of questionnaires and scales, undertaking a HOME or Family Assessment. Indications of when they may be usefully used are noted, in bold, in the left margin of the record. A summary of the information gathered is then recorded in the Core Assessment Record. The completed record is shared with the family.
- Carrying out a core assessment should always be done in a way that helps parents or carers, children and other relevant family members to have their say and encourages them to take part. Space has been provided within the Record for parents/carers and older children to record their views.
- It is expected that other agencies are involved, as appropriate, during the core assessment process. Parental permission to contact other agencies should be obtained except in cases where the safety of the child would be jeopardised (paragraphs 7.27 to 7.38 of **Working Together to Safeguard Children** provides guidance on this issue). Permissions should be obtained from other agencies to share their information with the family.



### **Completing a Chronology as part of a Core Assessment**

- A Chronology should be commenced as part of a Core Assessment. It should continue to be updated until the case is closed. The reviewing officer should ensure that it is up-to-date. There will be cases where it is helpful to commence a Chronology at the time of undertaking an initial assessment. A professional judgement needs to be taken as to when it is helpful to commence a Chronology prior to undertaking a core assessment.

### **Completing a Core Assessment Record with a Looked After Child**

- The majority of children and young people who become looked after return to their birth families. Completing a Core Assessment will help identify the actions necessary to support the child or young person to return to live with their family. The Core Assessment should contain the information and analysis necessary to develop a Care Plan for the child.
- A Core Assessment should be completed prior to a child becoming looked after. It should be commenced immediately if it has not been started prior to the child becoming looked after and should be updated if completed more than six months before the date on which the child became looked after.
- The Core Assessment begins the process of collecting the information necessary to monitor the progress of children and young people who are looked after. For children and young people who remain looked after for longer periods this information will be supplemented by information gathered using the Assessment and Progress Record.

### Child/Young Person's Plan: zm-Cypplan

➡ [Form Instance Functionality](#)

The Child's Plan has been designed for use with all children in need living with their families, including those for whom there are concerns that they are suffering or are likely to suffer significant harm. This plan may also be used with children and young people receiving short break care, in conjunction with Part One of the Care Plan.

This plan sets out the agency's plan for a child/young person living with his/her family within the community. **This plan should be completed after analysing the findings from a core assessment, and updated or changed as appropriate following a review.**

### Placement Information Record: zn-Placerec

➡ [Form Instance Functionality](#)

The Placement Information Record details the arrangements for meeting a child or young person's needs where responsibilities are divided between a number of people.

A Placement Information Record should be completed for all children and young people looked after away from home, including those receiving short break care. It should be completed by the time a child or young person is placed.

This may also be used for children and young people receiving regular day care services and support foster care which does not include overnight stays.



## Placement Information Record (minimum standards): zn-PlaceInfRec

➡ [Form Instance Functionality](#)

The Placement Information Record details the arrangements for meeting a child or young person's needs where responsibilities are divided between a number of people.

A Placement Information Record should be completed for all children and young people looked after away from home, including those receiving short break care. It should be completed by the time a child or young person is placed.

This may also be used for children and young people receiving regular day care services and support foster care which does not include overnight stays.

## Child/Young Person's Care Plan: zo-Careplan

➡ [Form Instance Functionality](#)

A Care Plan should be made before any child/young person is looked after, even if only for a few days. Wherever possible, the Care Plan should be completed **before** a child/young person is first looked after and in the case of an emergency admission, it should be completed, **as soon as possible after** a placement has been made.

The Care Plan is in two parts. **Part One** sets out the agency's overall plan for the child/young person and **Part Two** details how the child/young person's needs will be met, identifying what services and actions are required to respond to the child's identified developmental needs during the period they are looked after.

Part One can only be changed through a formal Statutory Child Care Review at which all key parties are present.

## Child/Young Person In Need Review: zp-Cinreview

➡ [Form Instance Functionality](#)

**Part One:** Social Worker's Report

Details of Social Work interventions since the Child's Plan completed/last review.

**Part Two:** Chair's Report

This section of the review sets out a summary of the discussion and decisions for the child/young person's record. It should be completed by the review chair at the end of the review process and a copy provided to all participants. The Child's Plan should be changed or updated following this review meeting.

## Child/Young Person's Protection Review: zq-CPReview

➡ [Form Instance Functionality](#)

**Part One:** Social Worker's Report

Details of Social Work interventions since Child's name was placed on the Register or last Child Protection Review Conference.

**Part Two:** Chair's Report

This section of the review sets out a summary of the discussion and decisions for the child/young person's record. It should be completed by the Review Chair at the end of the child protection review and a copy provided to all participants, along with the minutes of the Child Protection Review Conference.

**Note:** If the outcome of the Child Protection Review is that the child is no longer to be subject to a CP Plan, a workflow message is generated to the responsible officer or post to read: "Please end the Initial Child's Plan".

## Child/Young Person's Looked After Review: zv-LACReview

➔ [Form Instance Functionality](#)

### Part One: Social Worker's Report

Details of Social Work interventions since Assessment/Admission/Last Review.

### Part Two: Chair's Report

This section of the review sets out a summary of the discussion and decisions for the child/young person's record. It should be completed by the Review Chair at the end of the review process and a copy provided to all participants.

## Assessment and Progress Record: zu-APR1-2

➔ [Form Instance Functionality](#)

### Assessment And Progress Record for looked after children One And Two Years (12 months to, and including, 35 months)

The Assessment and Progress Record (APR) provides a framework for thinking about, recording and analysing the needs and progress of children and young people across the seven dimensions of a child's development used in the Assessment Framework. However, it will be apparent that areas are inter-linked and that items or questions dealt with in one dimension may be relevant to making an assessment in another. For example, the child's *appearance* is dealt with under *social presentation* but appearance is likely to be reflected in *self-care skills* and important in *identity and self image*. The process of analysis and planning depends on understanding the links *across* the dimensions and coming to conclusions about the social and psychological processes underlying these links.

- The Assessment and Progress Record is a document to aid professional social work practice and its completion is the responsibility of the child's social worker. Evidence should be given for the conclusions the social worker has reached. Evidence may come from discussions with the child and their carers, information from school, health and other professionals, a child's consultation document and any other material on achievements that the child would like to contribute to the review. It should also include details of any scales or other instruments used to assess a particular dimension and the conclusions drawn from these. Disagreements and differences of opinion should be recorded within the relevant dimension. The term "carers" refers to those responsible for the day to day care of children and young people living in foster care and in residential care including secure accommodation.
- It is important to emphasise that the completion and use of the Assessment and Progress Record is *not* a mechanical matter of 'going through' the sections, filling in boxes or making a few comments. The purpose of reviewing needs and progress is to come to an holistic view of what should be done in order to help the child. To assist this, each section of the assessment contains *statements* that are relevant to most children.
- Each *statement* is accompanied by a *Yes* and *No* box and *Notes and Evidence* section. Social workers should record their professional judgement as to whether a particular statement applies to the child or young person by placing a mark in either the *Yes* or *No* box. They should then use the *Notes and Evidence* section to record relevant information to evidence their judgement. The statements provide good indicators of concerns and inputs relevant to the assessment. Of course, these are not the only relevant areas of importance.

## Adoption

- For all children, including those with complex needs, the social worker should use the record which relates to the child's chronological age. It is important to remember that the Assessment and Progress Record has two key functions: as a tool for planning and conducting the assessment and as the record that brings together the information gathered during the assessment in a way that facilitates analysis. It is recognised that the statements in each dimension and issues covered (on the left-hand side of the page) may not all be appropriate for children with complex needs. Where a specific statement is not appropriate, the social worker will need to consider how to assess the child or young person's needs appropriately and commensurate with his or her ability. In consultation with parents/main carers and relevant other professionals, the social worker may develop statements appropriate for the child. Where this is not appropriate, the social worker may use the *Notes and Evidence* to evidence and record information about the child's progress. **However, it is important that the summary assessment of progress is completed at the back of each dimension.** In order to monitor the child's progress over time it is important that the summary ratings of change are completed even when it is considered that things have not changed very much. If any sections of the Assessment and Progress Record have not been revisited within the appropriate timescales, reviewing officers should query the decision and, if appropriate, ask that this work be done. As a minimum the reasons for not revisiting a Record section should be recorded and the basis for the ratings made clear.

### **Completing the Assessment and Progress Record for one and two year olds:**

- The infant Assessment and Progress Records combines the dimension of 'self-care' skills with emotional and behavioural development and identity with social presentation. 'Self-care' is almost entirely dependent on the actions of carers and also involves learning to behave in ways that call forth positive and caring responses. An important feature of identity is the extent to which the child's carers and social environment set the appropriate context for the development of a sense of self. However, the overall structure and terminology of the Assessment and Progress Record has been retained to emphasise the environments and experiences that relate to the development of identity, the acquisition of skills necessary for education, and early indications of emotional and behavioural difficulties. The process of analysis and planning depends on understanding the links *across* the dimensions and coming to conclusions about the social and psychological processes underlying these links.
- Information from the infant should be seen as an essential part of a good assessment. Although it is recognised that information from the child will often be incomplete nevertheless it should be clear that children have been given the opportunity to have their say in a helpful and non-threatening way. Information from the infant at this stage is likely to be largely derived from direct observation and play rather than conversation.
- Social workers should make a particular attempt to note views and feelings expressed during *any* contact with the child, not just at the time of assembling the Assessment and Progress Record information for the review.

## Assessment and Progress Record: zt-APR3-4

➡ [Form Instance Functionality](#)

## Assessment And Progress Record for looked after children: Three And Four Years (36 months to, and including, 59 months)

The Assessment and Progress Record (APR) provides a framework for thinking about, recording and analysing the needs and progress of children and young people across the seven dimensions of a child's development used in the Assessment Framework. The dimensions are inter-linked and items or questions dealt with in one dimension may be relevant to making an assessment in another. For example, the child's *appearance* is dealt with under *social presentation* but appearance is likely to be reflected in *self-care skills* and important in *identity and self image*. The process of analysis and planning depends on understanding the links *across* the dimensions and coming to conclusions about the social and psychological processes underlying these links.

- The Assessment and Progress Record is a document to aid professional social work practice and its completion is the responsibility of the child's social worker. Evidence should be given for the conclusions the social worker has reached. Evidence may come from discussions with the child and their carers, information from school, health and other professionals a child's consultation document and any other material on achievements that the child would like to contribute to the review. It should also include details of any scales or other instruments used to assess a particular dimension and the conclusions drawn from these. Disagreements and differences of opinion should be recorded within the relevant dimension. The term "carers" refers to those responsible for the day to day care of children and young people living in foster care and in residential care including secure accommodation.
- It is important to emphasise that the completion and use of the Assessment and Progress Record is *not* a mechanical matter of 'going through' the sections, filling in boxes or making a few comments. The purpose of reviewing needs and progress is to come to an holistic view of what should be done in order to help the child. To assist this process, each section of the assessment contains *statements* that are relevant to most children.
- Each *statement* is accompanied by a *Yes* and *No* box and *Notes and Evidence* section. Social workers should record his/her professional judgement as to whether a particular statement applies to the child by placing a mark in either the *Yes* or *No* box. They should then use the *Notes and Evidence* section to record relevant information to evidence their judgement. The statements provide good indicators of concerns and inputs relevant to the assessment. Of course, these are not the only relevant areas of importance.
- For all children, including those with complex needs, the social worker should use the record which relates to the child's chronological age. It is important to remember that the Assessment and Progress Record has two key functions: as a tool for planning and conducting the assessment and as the record that brings together the information gathered during the assessment in a way that facilitates analysis. It is recognised that the statements in each dimension and issues covered (on the left-hand side of the page) may not all be appropriate for children with complex needs. Where a specific statement is not appropriate, the social worker will need to consider how to assess the child's needs appropriately and commensurate with his or her ability. In consultation with parents/main carers and relevant other professionals, the social worker may develop statements appropriate for the child. Where this is not appropriate, the social worker may use the *Notes and Evidence* to evidence and record information about the child's progress. **However, it is important that the summary assessment of progress is completed at the back of each dimension.**
- In order to monitor the child's progress over time it is important that the summary ratings of change are completed even when it is considered that things have not changed very much. If any sections of the Assessment and Progress Record have not been revisited within the appropriate timescales, reviewing officers should query the decision and, if appropriate, ask that this work be done. As a minimum the reasons for not revisiting a Record section should be recorded and the basis for the ratings made clear.

### **Completing the Assessment and Progress Record for three and four year olds:**

- Ages three and four are marked by a rapid development of physical skills, language and a sense of past and future, consolidation of a sense of self and the development of peer relationships. Looked after children have often not experienced environments and relationships that are good enough for these developments to take a normal course. It is *essential* that the child's environments and development are carefully assessed and decisions made that will maximise the chance of their having predictable, sensitive and loving parenting to assist their social development.
- Information from the child should be seen as an essential part of a good assessment. Although it is recognised that information from the child will often be incomplete and s/he may be unable or unwilling to discuss certain aspects of their life or feelings, nevertheless, it should be clear that children have been given the opportunity to have their say in a supportive way. Key sources of information from a 3-4 year old will be from observation of play and behaviour.
- Social workers should make a particular attempt to note views and feelings expressed during *any* contact with the child, not just at the time of assembling the Assessment and Progress Record information for the review. If information is seen as so important that it cannot be kept confidential - for example, information on abuse or maltreatment - the child should be helped to see why this information cannot be kept secret and what will happen next, and, for less serious issues, how it will be presented at the review.

### Assessment and Progress Record: zr-APR5-10

➔ [Form Instance Functionality](#)

### **Assessment And Progress Record for looked after children: Five To Ten Years**

The Assessment and Progress Record (APR) provides a framework for thinking about, recording and analysing the needs and progress of children and young people across the seven dimensions of a child's development used in the Assessment Framework. The dimensions are inter-linked and items or questions dealt with in one dimension may be relevant to making an assessment in another. For example, the child's *appearance* is dealt with under *social presentation* but appearance is likely to be reflected in *self-care skills* and important in *identity and self image*. The process of analysis and planning depends on understanding the links *across* the dimensions and coming to conclusions about the social and psychological processes underlying these links.

- The Assessment and Progress Record is a document to aid professional social work practice and its completion is the responsibility of the child's social worker. Evidence should be given for the conclusions the social worker has reached. Evidence may come from discussions with the child and their carers, information from school, health and other professionals, a child's consultation document and any other material on achievements that the child would like to contribute to the review. It should also include details of any scales or other instruments used to assess a particular dimension and the conclusions drawn from these. Disagreements and differences of opinion should be recorded within the relevant dimension. The term "carers" refers to those responsible for the day to day care of children and young people living in foster care and in residential care including special boarding schools and secure accommodation.
- It is important to emphasise that the completion and use of the Assessment and Progress Record is *not* a mechanical matter of 'going through' the sections, filling in boxes or making a few comments. The purpose of reviewing needs and progress is to come to a holistic view of what should be done in order to help the child. To assist this process, each section of the assessment contains *statements* that are relevant to most children and young people.

- Each *statement* is accompanied by a *Yes* and *No* box and *Notes and Evidence* section. Social workers should record his/her professional judgement as to whether a particular statement applies to the child by placing a mark in either the *Yes* or *No* box. They should then use the *Notes and Evidence* section to record relevant information to evidence their judgement. The statements provide good indicators of concerns and inputs relevant to the assessment. Of course, these are not the only relevant areas of importance.
- For all children, including those with complex needs, the social worker should use the record which relates to the child's chronological age. It is important to remember that the Assessment and Progress Record has two key functions: as a tool for planning and conducting the assessment and as the record that brings together the information gathered during the assessment in a way that facilitates analysis. It is recognised that the statements in each dimension and issues covered (on the left-hand side of the page) may not all be appropriate for children with complex needs. Where a specific statement is not appropriate, the social worker will need to consider how to assess the child's needs appropriately and commensurate with his or her ability. In consultation with parents/main carers and relevant other professionals, the social worker may develop statements appropriate for the child. Where this is not appropriate, the social worker may use the *Notes and Evidence* to evidence and record information about the child's progress. **However, it is important that the summary assessment of progress is completed at the back of each dimension.**
- In order to monitor the child's progress over time it is important that the summary ratings of change are completed even when it is considered that things have not changed very much. If any sections of the Assessment and Progress Record have not been revisited within the appropriate timescales, reviewing officers should query the decision and, if appropriate, ask that this work be done. As a minimum the reasons for not revisiting a Record section should be recorded and the basis for the ratings made clear.

#### ***Completing the Assessment and Progress Record for five to ten year olds:***

- Practitioners will have to make a professional judgement, based on their knowledge of the child's age and ability, about the extent to which the child is informed of the process of completing an Assessment and Progress Record.
- Information from the child should be seen as an essential part of a good assessment. Information should be gathered in a manner that is most appropriate to the child. This may include observations of the child's behaviour and interactions with adults and peers, use of materials for direct work and discussions with the child. Although it is recognised that information from the child will often be incomplete and s/he may be unwilling to discuss certain aspects of their life or feelings, nevertheless, it should be clear that children have been given the opportunity to have their say in a supportive way.
- Social workers should make a particular attempt to note views and feelings expressed during *any* contact with the child, not just at the time of assembling the Assessment and Progress Record information for the review. If information is seen as so important that it cannot be kept confidential - for example, information on abuse or maltreatment - the child should be helped to see why this information cannot be kept secret and what will happen next, and, for less serious issues, how it will be presented at the review.



## Assessment and Progress Record: zs-APR11-15

➔ [Form Instance Functionality](#)

### Assessment And Progress Record for looked after children and young people: Eleven to Fifteen Years

The Assessment and Progress Record (APR) provides a framework for thinking about, recording and analysing the needs and progress of children and young people across the seven dimensions of a child's development used in the Assessment Framework. The dimensions are inter-linked and items or questions dealt with in one dimension may be relevant to making an assessment in another. For example, the child's *appearance* is dealt with under *social presentation* but appearance is likely to be reflected in *self-care skills* and important in *identity and self image*. The process of analysis and planning depends on understanding the links *across* the dimensions and coming to conclusions about the social and psychological processes underlying these links.

- The Assessment and Progress Record is a document to aid professional social work practice and its completion is the responsibility of the child's social worker. Evidence should be given for the conclusions the social worker has reached. Evidence may come from discussions with the child and their carers, information from school, health and other professionals, a child's consultation document and any other material on achievements that the child would like to contribute to the review. It should also include details of any scales or other instruments used to assess a particular dimension and the conclusions drawn from these. Disagreements and differences of opinion should be recorded within the relevant dimension. The term "carers" refers to those responsible for the day to day care of children and young people living in foster care and in residential care including special boarding schools and secure accommodation.
- It is important to emphasise that the completion and use of the Assessment and Progress Record is *not* a mechanical matter of 'going through' the sections, filling in boxes or making a few comments. The purpose of reviewing needs and progress is to come to a holistic view of what should be done in order to help the child. To assist this process, each section of the assessment contains *statements* that are relevant to most children and young people.
- Each *statement* is accompanied by a *Yes* and *No* box and *Notes and Evidence* section. Social workers should record his/her professional judgement as to whether a particular statement applies to the child by placing a mark in either the *Yes* or *No* box. They should then use the *Notes and Evidence* section to record relevant information to evidence their judgement. The statements provide good indicators of concerns and inputs relevant to the assessment. Of course, these are not the only relevant areas of importance.
- For all children, including those with complex needs, the social worker should use the record which relates to the child's chronological age. It is important to remember that the Assessment and Progress Record has two key functions: as a tool for planning and conducting the assessment and as the record that brings together the information gathered during the assessment in a way that facilitates analysis. It is recognised that the statements in each dimension and issues covered (on the left-hand side of the page) may not all be appropriate for children with complex needs. Where a specific statement is not appropriate, the social worker will need to consider how to assess the child's needs appropriately and commensurate with his or her ability. In consultation with parents/main carers and relevant other professionals, the social worker may develop statements appropriate for the child. Where this is not appropriate, the social worker may use the *Notes and Evidence* to evidence and record information about the child's progress. **However, it is important that the summary assessment of progress is completed at the back of each dimension.**



- In order to monitor the child's progress over time it is important that the summary ratings of change are completed even when it is considered that things have not changed very much. If any sections of the Assessment and Progress Record have not been revisited within the appropriate timescales, reviewing officers should query the decision and, if appropriate, ask that this work be done. As a minimum the reasons for not revisiting a Record section should be recorded and the basis for the ratings made clear.

### **Completing the Assessment and Progress Record for eleven to fifteen year olds:**

- In preparing for an assessment, it will be important for practitioners to explain to the young person why the assessment is taking place; how information will be obtained; what areas will be covered; who will be involved in the process; how long it will take; and what happens to the information. It is important that the young person is clear about the purpose of the assessment and to whom the information will be shared more widely.
- Information from the young person should be seen as an essential part of a good assessment. Although it is recognised that information will often be incomplete and the young person may be unwilling to discuss certain aspects of their life or feelings, nevertheless, it should be clear that the young person has been given the opportunity to have their say in a helpful and neutral way.
- Once the assessment has been completed, the information should be recorded in the Assessment and Progress Record. A copy of the completed APR should be given to the young person and its contents discussed. Research findings from a number of studies show that young people prefer to have reports and assessments explained to them rather than to have documents handed to them without being given an opportunity to discuss their contents.
- Social workers should make a particular attempt to note views and feelings expressed during *any* contact with the young person, not just at the time of assembling the Assessment and Progress Record information for the review. If information is seen as so important that it cannot be kept confidential - for example, information on abuse or maltreatment - the young person should be helped to see why this information cannot be kept secret and what will happen next, and, for less serious issues, how it will be presented at the review.

## Child/Young Person's Adoption Plan: zw-Adopplan

➡ [Form Instance Functionality](#)

The Adoption Plan substitutes for Part 2 of the child's Care Plan once a decision has been made at a child care review that the plan for the child/young person is adoption.

The plan covers all the steps which need to be completed for a child to be adopted and allows councils to monitor compliance with the timescales set out in the National Adoption Standards. The plan should be updated and reviewed on a regular basis.

## Pathway Plan: zx-Pathplan

➡ [Form Instance Functionality](#)

### **Part One: Assessment**

A pathway plan must be completed for each young person who is eligible, as defined by the Children (Leaving Care Act) and for each relevant child who does not already have one.

Arrangements, including the timetable, for completing the needs assessment required for the pathway plan should be discussed and agreed at the young person's statutory review prior to their sixteenth birthday, and should be completed within three months of this date.

Young people should be actively involved in the assessment and planning processes. Young people should be encouraged and supported to complete the My Pathway Plan consultation paper as part of the process of completing the Pathway Plan.

## **Adoption**

### **Part Two: The Plan - Guidance for Inclusion in the Pathway Plan**

#### Health and Development

- Information about support necessary to lead a healthy lifestyle e.g. dietary needs.
- Name and address of GP.
- Details of any specialist treatment required and how the young person will obtain this.
- Emotional and mental health needs with details of services necessary to meet these.

#### Education, Training and Employment

- Summary of the young person's educational attainment referring to their Personal Education Plan.
- Programme for him/her to be maintained in order to access education or training opportunities - including the personal support that will be available and how other agencies will assist this objective.
- Details of any support necessary.
- Information about the young person's individual goals and ambitions for work..

#### Emotional and Behavioural Development

- Young person's ability to maintain positive relationships.
- How the young person copes with difficulties and frustrations.
- Involvement in offending.

#### Identity

- The plan should be based on a clear understanding how the young person defines their own identity.
- It should clarify how the young person will be supported to sustain a positive image and maintain links with their heritage.

#### Family and Social Relationships

- Information about the practical and emotional support their family will offer a young person to maintain family and other relationships.
- Details about other significant people who may be able to assist the young person establish a more independent lifestyle.

#### Practical and other skills necessary for independent living

- Evaluation of the young person's current practical, social and emotional skills.
- Information about the skills that he/she may need to acquire to enhance his/her abilities to manage successfully in their own accommodation and any support necessary to develop these skills.

#### Financial Arrangements

- Summary of support necessary to enable the young person to develop budget management skills.
- For relevant young people - information about the funding necessary to meet their basic needs including how they will draw their financial support; arrangements for funding other needs.
- How to obtain funds in an emergency.
- Bank account details.

- Information about help that will be funded to enable young people to set up their own accommodation when they leave care.
- Details of arrangements to ensure that a young person's property and accommodation is covered by adequate insurance.
- Arrangements to offer the young person independent financial advice if required.

#### Accommodation

- Information about where the young person will live from age 16.
- Arrangements and timing for the young person to move to more independent accommodation based on an assessment of their practical and other skills.


## Closure Record: zy-Closure

### ➡ [Form Instance Functionality](#)

This report summarises the impact of actions and services provided to a child and family, and the evidence that supports the decision to close a case. This is used when it is planned to cease work with a child or young person and family.

It records a summary of interventions and actual outcomes from date of most recent Referral and an overall summary of progress achieved, reasons for successful outcomes or for non or partial achievement of planned outcomes.

A **Closure Record** should be completed on all cases that progress beyond an **Initial Assessment** (ZC-Inassess).

**In use:** Exemplars are added as New Events via a Child or Person's Chronology. To do this click  **New** and select New Appropriate Exemplar or New Other Exemplar.

The New Appropriate Exemplar list will only show those which have an Age Range appropriate for the Person based on their Date of Birth. Therefore, an Exemplar with an Age Range 0 - 3 will not be included in the list for a 7 year old Person. Likewise, Exemplars relating to Allegations and Complaints, Resignation and Retirement will not by default be available to a Child or Young Person under the age of 19 years, they will however be available from the New Other Exemplar option.

Selecting one of these will open the form for data entry.

## Allegations (Against Person/Carer): ZZJ-Alleg

If an allegation is made against a Person/Carer, an Allegations Exemplar must be recorded as part of Statutory Compliance. This will be added to the Person's Chronology creating a relationship of Abuser and Abusee. This type of relationship is not displayed in the Person's Social Network. A Crystal report is available and may be generated through the Reports Focus.

A founded allegation may be reported to the Police. The policy for reporting allegations is set by the Local Authority.


When an Allegation Exemplar is selected to be added as a New Event to the Chronology the **Subject** of the Allegation is the Person /Carer. The Subject Details will be automatically populated with the Person's details. If the Exemplar is run from the Form Definition Focus the Subject must be matched to the appropriate Person.

## Adoption

Details of the **Allegation** must be selected or entered to record the **Type of Allegation**, **Date of Allegation**, type details in the text box. The **Name of the Person who made the Allegation** must be matched to a person on the database or added as a new person record. If it is felt necessary to complete an **S47** Outcome of Enquiry, this must be indicated and details entered in the relevant fields. Details of **Action taken in response to the Allegation** must be entered.

The panel referring to **Children in contact with Carer** is a repeating panel which allows you to record information about more than one child. The gravity of the allegation must be taken into consideration as to what children are recorded. If it is felt necessary this may be all children in contact with the Carer or children who are subject to the same abuse. This information will show the **Relationship to the Carer** and, if any, Social Worker details.

The **Outcome** panel allows you to record details of decisions and recommended actions to be taken. This includes adding the **Name of the Person assigned to** the investigation and in overall charge. **Dates** must be recorded for all stages of the report and a **Reason for Delay** and the **Outcome of Action** recorded.

**In use:** Exemplars are added as New Events via a Child or Person's Chronology. To do this click  **New** and select **New Appropriate Exemplar** or **New Other Exemplar**

The New Appropriate Exemplar list will only show those which have an Age Range appropriate for the Person based on their Date of Birth. Therefore, an Exemplar with an Age Range 0 - 3 will not be included in the list for a 7 year old Person. Likewise, Exemplars relating to Allegations and Complaints, Resignation and Retirement will not by default be available to a Child or Young Person under the age of 19 years, they will however be available from the New Other Exemplar option.

Selecting one of these will open the form for data entry.


## Complaints (Against Person/Carer): ZK-Compl

If a complaint is made against a Person/Carer, a Complaints Exemplar must be recorded. This will be added to the Person's Chronology.

When a Complaint Exemplar is selected to be added as a New Event to the Chronology the **Subject** of the Complaint is the Person /Carer. The Subject Details will be automatically populated with the Person's details. If the Exemplar is run from the Form Definition Focus the Subject must be matched to the appropriate Person.

A complaint can be anything, there are no statutory categories. **Complaint Details** are free-text fields.

**Complainant Details** are completed by matching to the appropriate Person on the database, or if necessary, adding a new person record.

**In use:** Exemplars are added as New Events via a Child or Person's Chronology. To do this click  **New** and select **New Appropriate Exemplar** or **New Other Exemplar**.

The New Appropriate Exemplar list will only show those which have an Age Range appropriate for the Person based on their Date of Birth. Therefore, an Exemplar with an Age Range 0 - 3 will not be included in the list for a 7 year old Person. Likewise, Exemplars relating to Allegations and Complaints, Resignation and Retirement will not by default be available to a Child or Young Person under the age of 19 years, they will however be available from the New Other Exemplar option.

Selecting one of these will open the form for data entry,


## Relationships – Exemplars

Reference Guide **RG\_Relationships\_Exemplars** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

When an Exemplar is created the system will provide details of potential relationships, created when the record was set up, in the [Relationships](#) panel.

Use the **Show/Hide Relationships** button, depending if you wish the relationship(s) to be seen. If you do not want the **Relationship** panel to be seen on any screen for a particular user, click the ▾ dropdown arrow and uncheck '**Always show relationships panel**'.

You can **Add**, **Edit**, view **Details** and **Remove** a relationship.

 To enter a **Memo** you need to **Edit** the record and click the **Memo** button. Once the memo has been saved the blue icon changes to red.

**Select** the people for whom you wish to generate an Exemplar and click the **Generate** button. A confirmation will appear

This Exemplar will also be created for:

*Surname, Forename (Age ym)*

*Surname, Forename (Age ym)*

These new exemplars can be viewed by clicking on **Window** at the top of the screen. The system will, on command, edit the exemplars of all the siblings automatically, without the need for the Social Worker to open up each record individually.

Each exemplar must be saved individually. If there are any errors e.g. missing Case Reference Number, a message will be displayed at the bottom of the screen. Open the exemplar and enter the missing details, then click the **Save** button.

If any information needs to be added to an Exemplar at a later date you can use the **Copy Forward** button to add the details to other Exemplars having a 'relationship' with the Subject. Click the button to open the **Copy Forward – Exemplar of <Name> to Relationships** panels. Select the required relationships and click the **Generate** button. A message box will confirm:

*This Exemplar will be copied forward to*

*- <Name> [<Relationship>]*

*Do you wish to Continue?*

Click **OK**. Save the Exemplar(s).

## Posts Focus

### Posts

The **Posts** area enables you to create posts for roles that are then made available for inclusion in an establishment hierarchy.

Select **Tools | Team Structure | Posts** to display the [Post Definition Enquiry](#) page.

#### Post Definition Enquiry

This panel is opened when Posts is selected via **Tools | Team Structure**. It allows you to search for pre-defined Post(s).

To find the required record enter a full or partial Post title in the **Post Description** field and/or select a post from the **Reports to** drop-down list. This allows you to filter the Posts return in the search based on the criteria entered in these fields. The **Reports to** list is only populated when a Post is included in an [Establishment](#) hierarchy.

## Adoption

Click the **Search** button to display the list of posts matching the criteria. Details of each post can be seen in the lower panel by clicking the **Open** icon and then the up and down icons to move to the previous or next record.


**Double clicking** on an item in the list or clicking **Open in New Window** displays the [Post Definitions](#) form in a new scrollable window. In all cases a **Wizard** is available enabling you to move through each panel by clicking **Previous** or **Next** instead of scrolling down the page. To return to a scrollable form click **Finish** or click the **Wizard** icon again.

To add a post click the **New** icon.

## Post Definition

The **Post Definition** page has two panels, **Post Details** which shows the **Post Description** and options to check if the post **Is ICS Post**, **Is Contact Supervisor**, **Is CP Designated Manager**, **Is CSS Caseworker**, **Is CSS Admin Officer** or **Is Online User** and the **Users assigned to Post** panel; this enables you to add people to the post.

When a post is added, it is then available for inclusion in an [Establishment](#) hierarchy.

 *A post can only be in one establishment or team, but a person can be in more than one post. The post must contain at least one member with a current or future start date to make it available for selection.*

**To add a Post** click the **New** icon. This displays a blank page for you to define the new post.

Enter a **Post Description** and

**Check** the following boxes, if appropriate:

**Is ICS Post:** Children's Social Care (ICS)

**Is Contact Supervisor:** Children's Social Care (ICS)

**Is CSS Caseworker:** Involvements

**Is CSS Admin Officer:** Involvements

**Is CP Designated Manager:** ContactPoint

**Is Online User:** CSS and CSS Online

**Assign Users to the Post.**

Click the **Add** icon


Click the browse button adjacent to the blank User field (this opens a list of Users)

Highlight a **User Name** field and **Select**

Enter a **Start Date** in dd/mm/yyyy format or use the calendar facility

If a User being added to a Post is for a fixed term enter an **End Date**

Click the **Save** icon

 *A post can be saved without assigning users. When a user is selected, a **Start Date** must also be entered.*

Multiple names can be added before saving the record.

The **Start Date** can be past, current or future. If an **End Date** is applied to the user, all permissions assigned to that Post will be revoked for that user on that date. The System will identify him/her as **Inactive**.

A **User assigned to Post** is made inactive by entering an **End Date**.



## Contact Record Focus

### Contact Record

The Contact Record is an Exemplar which is hard coded into the system.

A Contact Record is created when a subject is identified that may require assistance. It is a record of any contacts made by or on behalf of a child/young person and family.

A [new Contact Record](#) can be set up or you can search for an existing record. Existing Contact Records are retrieved through the [Manage Contact Records](#) area or through the **Chronology | Event Type | Contact Record**.

The [Workflow](#) details the process of using the Contact Record.



[Contact Records](#) can be generated for people who have a '[relationship](#)' to the Subject.

### Workflow for Contact Records

A [new Contact Record](#) is completed with the required details. The record can be saved by entering a child/young person's name but you do not need to **Match** the Subject. If the Contact Record is being used as a [Child Protection enquiry](#) the **Reason of Contact** must be set to "**Child Protection Plan Enquiry**". When this type of Contact Record is saved the system performs a series of actions which alert appropriate people of the enquiry.

The originator of the record selects one of the following four Actions:

- No further action, which closes the Contact Record
- Passed on as referral, which marks the Contact Record for inclusion in the Duty Supervisors Screen
- Provision of information/advice, which closes the Contact Record
- Referral to other agency, which closes the Contact Record

If a Contact Record is **Passed on as referral** it will appear under  **My Referrals** on  [My Home Page](#) of the Duty Supervisor and also under **My Referrals** against a person listed under the **Post** that the record was assigned to.

The Duty Supervisor will read the Contact Record in **My Referrals**, which lists all the Contact Records that have Action Taken as **Passed on as referral**, but which are not yet **Signed Off**.

If the Child/Young Person has not been **matched** the Duty Supervisor will attempt to Match the Subject or create a new Child/Young Person.

Once matched, the Duty Supervisor will decide whether to create a new Case or to allocate this Contact Record to an existing Case. A new case is created via **Chronology**.

The Duty Supervisor will assess the Contact Record and then will select one of four possible **Supervisor Actions**:

- Accepted as referral
- No further action, which closes the Contact Record
- Provision of information/advice, which closes the Contact Record
- Referral to other agency, which closes the Contact Record

If **Accepted as referral**, when the Duty Supervisor clicks the **Sign Now** button a [digital signature](#) is applied and a [Case Reference Number \(CRN\)](#) is allocated.

The Contact Record will now appear in the Social Workers  **My Cases** on  [My Home Page](#).



## Adoption

The originator of a Contact Record can open the record from [Manage Contact Records](#) and make modifications to correct any errors, if the record has not been **Passed on as referral**.

### Passed on as Referral

When a Contact record is created and the selected **Action Taken** is **Passed on as Referral**, the record is displayed as a hyperlink in the **My Referrals** list on the Home Page. Clicking the hyperlink will open the original Contact record as a Referral Details record. The information will be read-only in many areas, eg Date of Contact, Created on, Additional Details, but other areas may be edited.

The person completing the original Contact record may have saved it with a typed in name, before this can be signed-off the subject of the Referral must be [matched](#) to a person on the One database.




Before the Referral Details can be added to **My Cases** the **Supervisor Action** panel, at the foot of the report, must be completed by selecting **Accepted as Referral** and clicking **Sign Now** to add a [Digital Signature](#).

The Referral record is added to the Person's Chronology from where it may be edited if required.

### Contact Record Details

The **Contact Record Details (New Contact Record)** panel is opened from Focus | Contact Record | **New Contact Record** or from Focus | Contact Record | [Manage Contact Records](#). It allows you to enter a new record when any contact is made about a child/young person.

The Contact Record may be used as a Child Protection enquiry, in this scenario the **Reason of Contact** must be set to "**Child Protection Plan Enquiry**". When this type of Contact Record is saved the system performs a series of actions which alert appropriate people of the enquiry.




A  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. Click **Finish** to save the information in a panel. Click the  **Wizard** icon again to return to a scrollable form.


The following information is required to set up a new Contact Record:

- Date of contact
- Whether the parent/carer is aware of the contact
- The child/young person's details. The Principal Address corresponds to the **Default Address Type for ICS** selected on the ICS Person Details.
- The details of the person making the contact
- The method of and reason for the contact
- The action to be taken and assigned to. The **Action Taken/ Recommendation** field is a **Memo** field

The details of the team, of the person, who has completed the contact record, can be recorded on the **Subject Details** panel. To make this information mandatory, a System Administrator must check the field labelled **Contact Created By is mandatory field?** via **Tools | Administration | ICS Parameters**.

Click the **Search** icon next to the **Contact Created By** field, to open the **Establishment Definition Enquiry** screen. Select an establishment.




When all the details have been entered click  **Save**. This will take you to  [My Home Page](#). Click the  **Refresh** icon and if the Contact is a Referral it will appear under **My Referrals** of the Duty Supervisor.

If there is a problem with the record it will not save and you will see an error message at the bottom of the screen next to the  icon.






## Relationships – Contact Record


*Reference Guide **RG\_Relationships\_Contact Record** is available on the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.*

When a Contact Record is created the system will provide details of potential siblings in the **Relationships** panel, which is displayed before the **Subject Details** panel.




Use the  **Show/Hide Relationships** button, depending if you wish the relationship(s) to be seen. If you do not want the Relationship panel to be seen on any screen for a particular user, click the  dropdown arrow  and uncheck 'Always show relationships panel'.


You can  **Add**,  **Edit**, view  **Details** and  **Remove** a 'relationship'.



 To enter a  **Memo** you need to  **Edit** the record and click the  **Memo** button. Once the Memo has been saved the icon will display as .

**Select** the people for whom you wish to generate a Contact Record and click the  **Generate** button. A confirmation will appear

"The Contact Record will also be created for:  
Surname, Forename (Age ym)

When Contact Records are  **Generated** for 'relationships' they can be viewed by clicking on  **Windows** at the top of the screen. Each Contact Record must be saved individually. If there are any errors, a message will be displayed at the bottom of the screen; open the Contact Record, enter the missing details and  **Save**.

If the Contact Supervisor wishes to read the Contact Records of all the siblings these will be available on the  **Home Page** in one batch.

If any information needs to be added to the Contact Record at a later date you can use the  **Copy Forward** button to add the details to the Contact Record having a 'relationship' with the Subject. Click the button to open the **Copy Forward – Contact Record of <Name> to Relationships** panels.  Select the required relationships and  **Generate**. A message box will confirm:

*This Contact Record will be copied forward to  
- <Name> [<Relationship>]  
Do you wish to continue?*

Click **OK**. Save the Contact Record(s).

## Child Protection Contact Enquiry

The **Child Protection Contact Enquiry** is accessed via:

- **Focus | Contact Record | New Contact Record.**
- **Focus | Contact Record | Manage Contact Records | Search.**

A **Child Protection Contact Enquiry** record provides a practitioner, e.g. Key Worker, with the facility to inform an enquirer if the child or young person of whom they are enquiring, is protected and if the Council with Social Services Responsibility (CSSR) has received previous enquiries about the individual. For this purpose all **Child Protection Enquiry Contact** records are stored in the database.

## Adoption

When a Contact Record is used as a Child Protection enquiry the **Additional Details | Reason of Contact** must be set to **Child Protection Plan Enquiry**. When this type of Contact Record is saved, One performs a series of actions which alert appropriate people and adds a **Child Protection Event** to the child's record. A [Child Protection Enquiry](#) report dialog is displayed which details the results of the investigation.

The system automatically generates:

- a Contact Event, shown on the **Child Protection Details** page and the **Chronology**.
- a Contact Enquiry Event is added to the child's **Chronology**.
- a message is added to the key worker's **Workflow Messages** on the [Home Page](#) and the designated managers of children, other than the subject identified in the enquiry process.

## Child Protection Contact Enquiry Report Dialog

The dialog displays the **Name** and **Address** of the Child/Young Person in question, the **Result of Enquiry** and any **Additional Comments**.

*The enquiry will not report on a child whose protection is administered by another Local Authority unless the child protection record has been added manually on the [Child Protection Details](#) page.*

The message displayed will vary according to the information available.

If the child is protected, the name of the key worker (if assigned) will be shown. *Active Child Protection Record; Key Worker <Name>*.

The following message indicates that the system has other enquiries about the child stored in the database.:

*Previous Protection Enquiries Exist.*

Where the CPP is controlled by another Local Authority the CSSR will be included in the Result of Enquiry  
(CSSR = <LA Name>).

## Child Protection Contact Enquiry Record

To display the **Child Protection Contact Enquiry Record**, click the **View/Edit** hyperlink from the **Workflow Messages** panel on **My Home Page** or the **Child's Chronology** (**Date** column). This enables you to view read-only details of the Contact Enquiry made about a child for whom you are the key worker or designated manager.

The **View Contact Record** dialog consists of the following panels:

- **Feedback Message**: displays the **User Name**, **Date/Time** of contact enquiry and message details given to the enquirer.
- **Subject Child Events**: displays the contact events generated, related directly to the enquired-after child. These show **From**, **To**, **Date/Time** and the **Message**, which includes the name of the subject.
- **Associated Children Events**: this is a list of children associated with the subject, e.g. living at the same address,. If they are the subject of an event by association, an event is added to the Child's Chronology.

## Manage Contact Records

Selecting **Manage Contact Records** opens the [Contact Record Enquiry](#) page.


### Contact Record Enquiry

The **Contact Record Enquiry** panel is opened via **Focus | Children's Social Care | Contact Record | Manage Contact Records**.

This lists all Contact Records created within a given date range, with the ability to load up a specific Contact Record from the list. When opened the **End Date** defaults to the system date and the **Start Date** is seven days prior to this.

To find the required record set the Start and End dates as required or enter a full or partial description into one or more of the following search fields - **Person Family Name**, **Person Given Name**, **Agency Name**, **Contact Family Name**, or **Contact Given Name**. The **Reason for Contact**, **Action Taken** and **Supervisor Action Taken** fields may also be used as search criteria by selecting from the available drop-down lists.

Clicking  **Search** will return a list of Contact Records matching the selection criteria.




**Double clicking** on an item in the list or clicking  **Open in New Window** will open the **Contact Record Details**, displaying the Child/Young Person's name and the date of Contact, in a new scrollable window. The details are now read only.




If the record you require is not on the list click  **New** to set up a [new Contact Record](#).

## Manage Cases

Manage Cases is selected from Focus | Manage Cases | **Manage Cases**. It allows the Duty Supervisor to [Edit Cases](#) and [Change Owner](#). Permissions to manage cases are set up in Tools | Security | **User Group Permissions**.


The **Manage Cases** panel lists the cases in the form of a tree, showing the [Case Reference Number](#) and the name of the Child/Young Person and whether they are related to a general (Child), Fostering or Adoption case:

 2009SYS000111	{Child: <i>Name of Child</i> }
 2009SYS000222	{Fostering: <i>Name of Child</i> }
 2009SYS000333	{Adoption: <i>Name of Child</i> }

When the page is first accessed the tree is expanded. Click on a minus sign  to collapse the tree or click on a plus sign  to expand the tree to reveal additional cases. Alternatively the tree can be expanded and collapsed by clicking the  **Action** button and selecting **Expand All** or **Collapse All**.

If an Applicant is '**de-registered**' via the Chronology screen the case will remain open and the Application will be shown in Manage Cases, with both names of the Applicants.

If an Applicant is made Inactive, the System will identify him/her as **Inactive**.

To close an Application from Manage Cases insert a tick  and right click on the record to [Edit Case](#); this will open the **Case Details**.


If the Application has been set to a status of **Registered** you will only be able to do this if there are no children allocated to the Carer/s and the Carer/s have be **de-registered**.


If the Application has a pre-registration status then the Case can be closed with the Application Status set to '**Application closed before registration**'.


## Adoption

If you choose to delete an Application the system will remove the Case from the Manage Cases screen and the history of the Case from the history table.

### Edit Case

To edit a case highlight the required record, click on the  **Action** button and select **Edit Case**. This opens the **Case Details** window with the [Case Reference Number](#) in the title bar.

**Details** are included for **Case Reference Number**, **Start Date**, **End Date**, **End Reason** (active when End Date is added), **Case Owner** and a flag to show **Elected**. Only the Start Date, End Date and End Reason can be edited. Click  **Save**.




If a change is made to the Start Date this will show on [My Home Page | My Cases](#) when the  **Refresh** button is clicked. If a change is made to the End Date then the case will be removed from My Cases.

The Case Owner cannot be edited here. This can only be changed in [Change Owner](#).




Any changes made to the Case Details will be displayed in the **Case History** panel below.

### Change Owner

To change the ownership of a case click in the empty box  to insert a tick . Inserting a tick  against the Duty Supervisor will select all the cases in that branch of the tree.

Click on the  **Action** button and select **Change Owner**. This opens the **Manage Case Owners** window, in the form of a tree, showing the Establishments and People assigned to each establishment. When the page is first accessed the tree is expanded. Click on a minus sign  to collapse the tree or click on a plus sign  to expand the tree to reveal additional people.


The **List of Selected Cases** appears in the lower panel.

Select a person to be the new case owner and the  icon will change to a . Click  **Save**.

Although the cases are shown in the **List of Selected Cases** a case can only be viewed via [Show Cases](#).


### Show Cases


In order to view a case highlight a [Case Reference Number](#) or click in an empty box  to insert a tick . Multiple cases can be selected by checking the Duty Supervisor box.

Click on the  **Action** button and select **Show Cases**. The selected cases will appear in the lower panel. To view a case click on the Case Reference Number. This will open the [Chronology](#).

## Re-Open Cases

It is possible to **re-open a Case** through Focus | Manage Cases | **Manage Cases**. This functionality, however, is only available for [Fostering](#) and [Adoption](#) Applications.

On selecting the  **Re-open Case** function the system will display a search screen to enter **details** for the [Case Enquiry](#).

Select the appropriate Case by double-clicking the record or highlight and  **Open In New Window** to show the **Re-Open Case Details** {nnnn\_nnn}.

Enter the **Re-open Start Date**, select a **Reason for Re-open**, and use the  icon to select a **Case Owner**. The Case Owner will become the Key Worker/Professional Involved.

Click  **Save**.

The re-opened Application, showing both names of the Applicants will be displayed in the [Manage Cases](#) panel. The Application does not have to have a status of 'Register' before it is displayed.





The case owner assigned when the Case is re-opened will be displayed on the [Professionals Involved](#) panel on the application associated to the case.


Re-opening a Case will generate a **Case Note** to be displayed on the Chronology screen.


## Case Enquiry (Manage Cases)

The Case Enquiry screen is opened from the  [Re-open Case](#) button. It allows you to search for closed cases in [Manage Cases](#).

Enter information for [Case Reference Number](#), **Case Start Date**, **Case End Date**, **Case Owner**, **Person ID** or **Enquiry For**.


The  search will return a list matching any **criteria** entered, for you to select from. Details of each record can be seen in the lower panel by selecting the  **Open** icon, you can then use the  and  icons to move to the previous or next item.

You may expand or collapse the Enquiry Search Criteria panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a **search**.

Select the appropriate Case by double-clicking the record or highlight and  **Open In New Window** to show the **Re-Open Case Details** {nnnn\_nnn}. The read-only Case Details are displayed: Case Reference Number, Start Date, End Date, End Reason and Case Owner.

Enter the **Re-open Start Date**, select a **Reason for Re-open**, and use the  icon to select a **Case Owner**. The Case Owner will become the Key Worker/[Professional Involved](#).

Click  **Save**.

 *The person selected as the Case Owner should be mapped to a person in the system; otherwise it is not possible to assign them as a Professional Involved.*


## Case Reference Number (CRN)

There are three types of Cases: **Fostering**, **Adoption** and **Child**. Each Case is given a system generated Case Reference Number (**CRN**) as a unique identifier which is to be used throughout an episode.

When a [Contact Record](#) is created for a Child the system allows the user to create a new CRN. If an open CRN already exists it is not possible to create a new one.

CRNs are auto-populated when a new [Exemplar](#) (Standard Form) is created (if the **CRN is Mandatory**).

For a **Child Case** only, the CRN is allocated according to whether it is generated using the Case Generation Wizard or in an Exemplar.

 *A Child may already have multiple CRNs for the same episode and Local Authorities must choose an open CRN as the **Elected/Master CRN**.*

### Case Generation Wizard

The [Case Generation Wizard](#) appears as part of the process for creating a new Contact Record. It is not possible to create a new CRN if a Child already has an **Open Case**.



## How a CRN is allocated

- the 'Create a new Case' tick box is only visible if the Child does not already have an open CRN
- if the Child only has one open CRN then this will be selected by default
- if the Child has more than one open CRN you will be able to select the CRN to use
- if the Child has many open and closed CRNs you will only be able to select an open CRN. The check box for closed CRNs is disabled, but they will still appear in the list
- if the Child only has closed CRNs then the 'Create a new Case' tick box will be visible, but you will not be able to select a closed CRN
- if an open CRN does not exist, the Case Generation Wizard will not prompt for the creation of a case, you will be able to proceed to the end of the wizard to automatically generate a CRN

## Exemplars

When a new exemplar instance is created the CRN is auto-populated, if the **CRN is Mandatory**. It is not possible to create a new CRN if a Child already has an existing exemplar instance.

## How a CRN is allocated

### When a new exemplar instance is created:

- if a Child only has one open CRN the system will automatically populate the Case Reference Number field
- if the Child has only one open CRN and has one or more closed CRNs then the open CRN will be auto-populated and the dropdown list will list all the closed CRNs
- if the Child has multiple open CRNs then the CRN will not be auto-populated. You will be prompted to select a CRN from the dropdown list
- if the Child has multiple open CRNs and one of these has the Elected flag switched to true this CRN will be auto-populated.
- if a CRN does not exist for the Child then you will be prompted to create a Contact Record and a CRN before progressing:

\_\_\_\_\_ A CRN cannot be found – Create a Contact Record to create a  
\_\_\_\_\_ CRN

### When an existing exemplar is updated:

- the CRN will remain as the one defined when the exemplar instance was created, the dropdown will list all the CRNS, open and closed, so you can select an alternative CRN if required  
- CRNs are displayed with an 'Open' or 'Closed' caption to make it easier to identify closed CRNs



## Tools

### Change Password

Each user will be assigned a password which will be limited to a set period which is set by the System Administrator in One. Towards the end of this period you will be warned that your password will expire and you must change it.

The **Change Password** menu option is under the **Tools** menu. When this item is selected a small dialog is opened in which you must enter your **Old Password**, your **New Password** and then you must enter it again to **Confirm New Password**.

The new password must meet the following strength requirements:

- Must contain between 10 and 128 characters.
- Must contain one uppercase, one lowercase, one numeric and one special character.
- Must not be the same as the username.
- Cannot be the same as the previous 10 passwords.
- Cannot numerically increment the existing password, e.g. if the existing password is Lack!ngEntropy32, the new password cannot be Lack!ngEntropy33.

Click the **OK** button to complete the change process.

### ICS Parameters

The **System Administrator** can set up the **ICS Parameters** via **Tools | Administration**.

In the **ICS Person Details in Exemplars** panel:

- **Display Ethnicity?**
- **Display Religion?**

In the **Contact Record** panel:

- **Contact Created By is mandatory field?**

In the **Adoption Application Definition** panel:

- **Application Date and Status Change Date Editable?**

In the **Fostering Application Definition** panel:

- **Application Date and Status Change Date Editable?**

In the **CP-IS Source Organisation Details** panel:

- **CP-IS Services On:** Select this check box to enable One CP-IS services.
- **Source Organisation Name:** Enter the source organisation name to be used in the XML files that One exports to CP-IS.
- **Source Organisation Code:** Enter the source organisation code to be used in the XML files that One exports to CP-IS.
- **Source Organisation Emergency Duty Telephone Number:** Enter the source organisation emergency duty telephone number to be used in the XML files that One exports to CP-IS.
- **Source Organisation Office Hours Telephone Number:** Enter the source organisation office hours telephone number to be used in the XML files that One exports to CP-IS.

In the **CP-IS Looked After Code** panel:

## ***Adoption***

- Enables you to select which codes One exports to the HSCIC. Select the check box for the **Voluntary**, **Full Care Order** and **Interim** codes. These are the only codes that should be exported to the HSCIC.

Click the check boxes to display a tick against the required parameters.

Click the **Save** button to save the changes.

## 03 | Set Mandatory Fields

Mandatory fields can be configured for activities and involvements via **Tools | Set Mandatory Fields**.

When an activity or an involvement is saved, One validates that the mandatory fields have been completed.

To set mandatory fields:

1. In v4 Client, select **Tools | Set Mandatory Fields** to display the **Mandatory Field Admin** page.
2. On the left panel, click the minus sign on the required area to expand the navigation tree, e.g. Involvement Details.
3. Select an involvement to display the fields that can be set to mandatory.
4. On the right panel, select a **Field Name** and click the **Set Mandatory** button.

To remove the mandatory status, select the required field and click the **Revoke** button.

## System Administration

The system administration functionality for the v4 Client enables system administrators to configure the following options within the One environment:

- User management
- Group management
- User permissions
- Group process permissions.

The following system administration processes for the v4 Client are managed via the **One System Administration v4 site**.

- System admin
  - Personnel control
  - [System defaults](#)
  - LA details
  - Online login security parameters
  - Permitted websites
  - Web address validation
  - Ethnic codes (Students).
- Data management
  - Archive and delete
  - Delete log
  - Case change
  - Base merge
  - People merge.

## Set Mandatory Fields

- Address management
  - Address auto tidy
  - Address manual tidy.

## System Defaults

The **System defaults** page enables a system administrator to set the defaults for certain basic parameters used within One. A **Parameter code**, **Description** and **Parameter value** are listed for each value. As each one is highlighted the field details are displayed, allowing the **Description** and **Value** to be set appropriately

To set the system default parameters for **My Home Page | My Involvements**:

1. In the v4 Client, select Tools | Administration | System Administration to display the Welcome to the Capita ONE System Module page.
2. Select **System admin | System defaults** to display the **System defaults** page.
3. Set the following parameters:

Parameter code	Description	Parameter value
INVLEADCW	Lead Caseworker on My Invlvmts	TRUE
INVRAGSTS	RAG Status on Involvements	TRUE
INVSTATGRP	Involvement Status Groups	<i>IntC1 IntC2 IntC3 IntC4 ***</i> This is <u>your</u> <b>Involvement Status Internal Code</b> .
MYINVSPPLIT	Split grid on My Involvements	TRUE

\*\*\*The parameter value for **INVSTATGRP** is defined as per the LA's Involvement Status Internal Code where the LA replaces the Internal Code with the Involvement Status Internal Codes that they have used and in the order they wish to display them. For example:

Involvement Status Description	Involvement Status Internal Code ( <i>IntC</i> )
Active	A
Closed	C
Triage	T
Under Review	UR
Unsupported	US

If the LA were to set the parameter value as: **A|T|US|UR**, then the **My Involvements** grid would display *Active* cases first and *Under Review* cases last.

4. Click the **Save** button.

## Audit Trail (Tools)

### Audit Log Setup

The **Audit Log Setup** screen enables a System Administrator to audit records that have been viewed by a user. This is separate from the [Audit Trail](#) that enables you to monitor the data being added, modified or deleted by users.

Permissions for the **Audit Log Setup** screen are granted via:

- **Tools | Permissions | User Group Processes | Main Business Process – Administration | Audit Setup.**
- **Tools | Permissions | User Group Permissions | System Map | All Secured Services | Audit Service.**
- **Tools | Permissions | User Group Permissions | System Map | All Secured Menu Routes | Audit Log Setup.**

***Note:** When setting up permissions, care should be taken with regards to differentiating between a standard user and a System Administrator.*

The function is controlled via **Focus | Tools | Audit Trail | Audit Log Setup**. The **Audit Viewed Data** check box defaults to true. De-select the check box to disable the recording of viewed data.

### Audit Trail

The **Audit Trail** enables you to monitor the data being added, modified or deleted by users of the system. This includes UDFs if they have been flagged for Audit Journaling.

The [Audit Log Setup](#) screen enables a System Administrator to audit records that have been viewed by a user.

When a **Print** activity occurs in a **Quick Report/Exemplar** and on a **Social Network** the **details** are recorded.

When **Audit Trail** is selected via the **Tools | Audit Trail** menu the [Audit Enquiry](#) page is displayed.

### Audit Enquiry

This panel is opened via **Tools | Audit Trail.**, enabling you to search for existing records that have had changes made to them.

To find a specific record enter a full or partial description in one or more of the fields:

- **Revision By** – browser lookup
- **Revision From** – seven days prior to the system date; can be edited
- **(Revision) To** - defaults to the system date; can be edited
- **Family Name**
- **Given Name**
- **Full Form Title**
- **Main Form ID** – enables users to filter data associated to each entity; enables users to associate child records (Sub Form ID) with parent records (Main Form ID). Both IDs are displayed in the Results Data Grid.

## Set Mandatory Fields

The following **Audit Type** check boxes are available to enable users to filter records that have been:

- Inserted
- Updated
- Deleted
- Viewed
- Printed
- Exported.

Clicking the **Search** button returns a list of records matching the selection criteria. The order of the browse may be changed by clicking on the heading, e.g. clicking **Revision Date** will display the browse in date order, showing the most recent at the top; clicking again will reverse the order.

If a record has been created it is a new record and lists all of the details entered. If it has been edited it only lists the changes.

Details of each record can be seen in the lower panel by highlighting a record and clicking the **Open** icon. Click the **Next** and **Previous** icons to move to a different record, the details for that record appear in the panel below.

Double clicking on an item in the list or clicking the **Open In New Window** button opens the selected record in a new scrollable window, displaying the [Audit Details](#).

Click the [Export to Excel](#) button to export the data to an Excel spreadsheet.

## Audit Details

This panel displays details of the record that has been created or edited. The name of the Entity, Audit Type, by whom and the date and time the record was accessed are displayed at the top.

The **List of Changes** shows details of each change that was made for the selected record. A Serial number (**Sr.No.**) appears in the left hand column indicating the number of changes made to the record.

If the record has been edited then the **List of Changes** shows what the data has changed **From:** and **To:** e.g.

### Date of Birth

From: (Not set)

To: 04/02/1980

A **Print** button is available to print a copy of the **Audit Trail** record.

## Managing Users in v4

### Introduction (Managing Users in v4)

In v4 Client and v4 Online, access to different areas of One is not controlled at the individual user level, but at the group level. Groups are made up of users who have been created in either the v3 or v4 Client. Therefore, each user must be assigned to at least one [user group](#) to use the One software. The following chapter describes managing users in the v4 Client.

User accounts are created and maintained in the v4 Client via **Tools | Administration | User Management | User Accounts**. You must be a One system administrator or a One user with the appropriate permissions to administer user accounts. User names must be unique and can only contain alphanumeric characters with no spaces.

For auditing purposes, once a user is created, they cannot be deleted, they can only be made inactive.

The following table summarises the information that can be recorded when creating a new user account.

Field name	Description	Mandatory
User Name	A unique user name for the account. The user must enter this to log in to the system. Must be at least one alphanumeric character in length.	Yes
User Description	Additional text to describe the user account. This is displayed when searching for accounts and in the title bar when viewing account details. Must be at least one alphanumeric character long.	Yes
Active	Checked by default. Only active users can log in to the One system. Both active and inactive users can be edited by an administrator.	Yes – must be a tick (to make the user active) or an x (to make them inactive).
System Admin	Deselected (x) by default. If selected, the user has full ability to administer the One environment.	Yes – must be a tick (to make the user a system administrator) or an x (to keep them as a standard user).
E-Mail Address	The user's email address.	No



## Set Mandatory Fields

Field name	Description	Mandatory
Domain User ID	<p>The UPN (User Principal Name) of Windows Active Directory you wish to associate with the Capita One user account.</p> <p>Currently, the details entered here are not used within One. However, from the One Autumn 2015 Release, this UPN can be used to validate against your Windows Active Directory (AD). The entered value must be the name of an AD user in an e-mail address format. The username is followed by an "at" sign (@) followed by the name of the domain with which the user is associated. For example: 'john.smith@capitala.com'.</p>	No
Telephone	The user's telephone number.	No
Password	<p>The user's password. The new password must meet the following strength requirements:</p> <ul style="list-style-type: none"> <li>■ Must contain between 10 and 128 characters.</li> <li>■ Must contain one uppercase, one lowercase, one numeric and one special character.</li> <li>■ Must not be the same as the username.</li> <li>■ Cannot be the same as the previous 10 passwords.</li> <li>■ Cannot numerically increment the existing password, e.g. if the existing password is Lack!ngEntropy32, the new password cannot be Lack!ngEntropy33.</li> </ul>	Yes

Field name	Description	Mandatory
Mapped Person	<p>Enables you to associate the user to a person already in the One database. For example, you can associate the user name to a member of a service team so that the user can view Involvements, Activities and Risks.</p> <p><b>NOTE:</b> A person in One can only be mapped to one user account. If you attempt to associate a user account to a person who is already mapped to another user account, a warning is displayed at the bottom of the screen and you cannot save the user account details until you either remove the person from the mapping for the current user or remove the mapping that already exists.</p>	No
Mapped Base	Enables you to associate the user to a base recorded in the One database.	No

## Creating a user

One administrators and One users with the appropriate permissions can create new users. To create a new user in the v4 Client:

1. Select **Tools | Administration | User Management | User Accounts** to display the **User Accounts Enquiry** page.
2. In the **User Accounts Enquiry** panel, click the **New** button to display the **User Account Details [New User]** page.
3. In the **User Account Details** panel, enter the required **User Name** and **User Description**.
4. Ensure the **Active** and **System Admin** options are ticked or crossed as required.
5. Enter any optional information.
6. Enter a [Password](#) for the user. The user is prompted to change this password the first time they log in.
7. If required, [map the user](#) to a person, [to a base](#) or both.
8. If required, assign the user to [user groups](#).
9. If required, make the user an [administrator](#) of any required groups.
10. \_\_\_\_\_ Click the **Save** button.

You should now provide the user with their user name and password details. They are prompted to change their password the first time they try to log in to One.

## Mapping a user to a Person

A user can be mapped to a person already recorded in the One database. Users must be mapped to a person to gain access to involvement records, activities, risks and the CSS service team workload. It also ensures workflow messages work correctly, as these are linked to the person and not the User ID. All **ICS** users must be mapped to a person. Each user must only be mapped to one person; this is usually themselves. PULSE users do not need to be mapped.

**NOTE:** A person in the One database can only be mapped to a single user at a time. If you attempt to map a second user to a person, an error message displays at the bottom of the page. Double click the error message to display the details of the user to whom the person is already mapped. You must remove the existing mapping before you can create the new mapping.

You can create the mapping when first creating the user or by editing an existing user. Follow the same procedure to edit an existing mapping.

1. In the v4 Client, select **Tools | Administration | User Management | User Accounts** to create a new user or [open an existing user account](#).
2. In the **User Account Details** panel of the **User Account Details** page, click the **Select...** button adjacent to the **Mapped Person** field to display the **Person Enquiry** dialog.
3. Enter your search criteria and click the **Search** button to display a list of people who meet the criteria.
4. Highlight the required person in the list and click the **Select** button to associate them with the user account. The **Person Enquiry** dialog closes automatically.
5. On the **User Account Details** page, click the **Save** button.

## Mapping a user to a Base

A user can be mapped to a base already recorded in the One database. This is used throughout one, for example to link a governor to a base. You can create the mapping when first creating the user or by editing an existing user. Follow the same procedure to edit an existing mapping.

1. In the v4 Client, select **Tools | Administration | User Management | User Accounts** to create a new user or [open an existing user account](#).
2. In the **User Account Details** panel of the **User Account Details** page, click the **Select...** button adjacent to the **Mapped Base** field to display the **Base Enquiry** dialog.
3. Enter your search criteria and click the **Search** button to display a list of bases that meet the criteria.
4. Highlight the required base in the list and click the **Select** button to associate the base with the user account. The **Base Enquiry** dialog closes automatically.
5. On the **User Account Details** page, click the **Save** button.

## Removing a user mapping

To remove the association between a One user account and a person or base, complete the following procedure:

1. In the v4 Client, select **Tools | Administration | User Management | User Accounts** to create a new user or [open an existing user account](#).
2. In the **User Account Details** panel of the **User Account Details** page, click the **Clear Selection** button adjacent to the **Mapped Person** or **Mapped Base** field as required.
3. Click the **Save** button.

## Password Strength

In order to ensure that passwords for One user accounts are sufficiently secure, One enforces the following password strength requirements:

- Must contain between 10 and 128 characters
- Must contain one uppercase, one lowercase, one numeric and one special character

- Must not be the same as the username
- New password cannot be the same as the previous 10 passwords
- New password cannot numerically increment the existing password, e.g. if the existing password is Lack!ngEntropy29, the new password cannot be Lack!ngEntropy30.

These rules are not configurable within the One software. The rules apply to any passwords created within any of the following One interfaces:

- v3 Client
- v4 Client
- v4 Online
- modules hosted in the Provider portal
- modules hosted in the Professional Portal
- modules hosted in the Citizen Portal
- System Portal
- Transport v4

## Resetting a user password

If a user forgets their password and does not have an email associated with their One account and so cannot reset the password themselves, a One administrator can reset the user's password. The administrator can also choose to force the user to reset the password the next time the user logs into One.

1. Open the required [user account](#).
2. Enter a new **Password**. The password must meet the requirements outlined in the *Password Strength|topic=Password Strength* topic.
3. Click the **Save** button to display a confirmation dialog.
4. If you want to force the user to reset their password when they next log in, click the **Yes** button.

If you do not want to force the user to reset their password when they next log in, click the **No** button.

## Self Service Password Resets

One users who have a valid email recorded against their account can reset a forgotten password from the v4 Client login dialog via the **Forgotten your password** button or from the v4 Online login page via the **Forgotten your password** link. After clicking the reset button or link the users receives a temporary password via email. When they log in with the temporary password, they are forced to create a new password.

If no email address is recorded for the user, then the user is asked to contact their system administrator when they try to reset their password.

**IMPORTANT NOTE:** In order for the self-service password reset facility to work, the One email service must be configured by a system administrator. For more information, refer to the *Installing the Email Service* chapter of the *Installing and Configuring One v4 Core Components technical guide*, available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

For a user to reset their password:

1. Open the v4 Client or the v4 Online login page.

## Set Mandatory Fields

2. Click the **Forgotten your password** button/link to display the **Reset Password** confirmation dialog.
3. Click the **Yes** button to reset your password. A confirmation dialog is displayed and an email is sent to the email address associated with the user's account.
4. Obtain the temporary password from the email.
5. Log into the v4 Client or v4 Online with the temporary password and follow the on-screen prompts to create a new password.

## Password Expiry

You can set a password expiry value to automatically force users to change their passwords after a set number of days. When setting the expiry period, you can also choose accounts that should not be forced to change their password periodically.

To configure the password expiry in the v4 Client:

1. In the v4 Client, select **Tools | Administration | User Management | Password Management** to display the **Password Management** page.
2. In the **Password Expiry** panel, select the **Expire passwords periodically** check box.
3. In the **Password expiry periods (In days)** field, enter the number of days after which a user will be forced to change their password.
4. If required, add users whose passwords should not be automatically expired:
  - a. In the **Users excluded from password expiry** section, click the **Add** button to display the **Add User Accounts** dialog.
  - b. Search for the required users and click the check box in the **Select** column adjacent to the names or users to exclude.
  - c. Click the **Select** button to exclude the selected accounts and close the dialog.
5. Click the **Save** button.

## Account Locking

Account locking enables you to set the number of times that a user can try to log in using the wrong password before the account is locked. If an account is locked, then the user must contact a One administrator to reset their password and unlock the account.

To configure the number of failed attempts before an account is locked:

1. In the v4 Client, select **Tools | Administration | User Management | Password Management** to display the **Password Management** page.
2. In the **Account Locking** panel, select the **Enforce Account Locking** check box.
3. Enter the required number in the **User accounts will be locked where the number of incorrect attempts is** field.
4. Click the **Save** button.

## Changing a user's Active status

By default, when a user is created, they have a status of active (a tick (✓) against the **Active** check box). This means they can log in and use One as normal, based on the permissions that a system administrator has granted them. If a user is made inactive (an 'x' in the **Active** check box, then they cannot log into One, however, system administrators can continue to manage the user as normal.

1. Open the required [user account](#).

**IMPORTANT NOTE:** By default, the search only returns active users. If the user is already inactive and you want to make them active, when searching for the user, you must ensure the **Active** check box has an 'x' against it.

2. In the **User Account Details** panel, click the **Active** check box until it displays the required status. A tick (✓) indicates the user is active. A cross (x) indicates the user is inactive.
3. Click the **Save** button to update the user's status.

## Adding a user to a group

In most cases, One users should be added to at least one user group to inherit the permissions assigned to the group. To add an existing user to a group:

1. In the v4 Client, select **Tools | Administration | User Management | User Accounts** to create a new user or [open an existing user account](#).
2. In the **Member of Groups** panel of the **User Account Details** page, click the **Add** button to display the **Select Group(s)** dialog.
3. Click the check box in the **Select** column for each group to which you want to add the user. You can filter the list by entering search criteria in the **User Group Name** or **User Group Description** fields and clicking the **Search** button.
4. Click the **Select** button to add the user to the group and close the dialog.

The groups of which the user is a member are displayed in the **Member of Groups** panel.

## Viewing group details from with the user details area

To view the details of any group of which a user is a member or an administrator:

1. Open the required [user account](#).
2. In the **Member of Groups** panel, select the group whose details you wish to view.
3. Click the **View** button to display the group details.

## Removing a user from a group

To remove a user from a user group:

1. Open the required [user account](#).
2. In the **Member of Groups** panel, select the group from which you wish to remove the user.
3. Click the **Remove** button.
4. Click the **Save** button.

## Making a user a group administrator

In Local Authorities with many users and groups, it can be useful to create group administrators who can manage the membership of specific groups but do not have other system administrator rights.

To be a group administrator, a user must be part of a user group with the correct access to the User Accounts and User Groups business process, which are part of the Administration main business process. The following table summarises the capabilities granted by each level of access:

## Set Mandatory Fields

Business Process	Read	Read-Write	Read-Write-Delete
User Accounts	✓ - Minimum level, can view but not edit user details.	✓ - Can view and edit user details.	N/A
User Groups	✓ - Minimum level, can view but not edit group details.	✓ - Can add users to and remove users from the groups they administer.	✓ - Group administrators can manage group membership and also delete the groups they administer.

To add a user as a group administrator:

1. Open the required [user account](#).
2. In the **Permitted to Administer Groups** panel of the **User Account Details** page, click the **Add** button to display the **Select Group(s)** dialog.
3. Click the check box in the **Select** column for each group you want the user to administer. You can filter the list by entering search criteria in the **User Group Name** or **User Group Description** fields and clicking the **Search** button.
4. Click the **Select** button. The dialog closes automatically.
5. Click the **Save** button.

## Removing group administrator rights from a user

To remove a user's group administrator rights:

1. Open the required [user account](#).
2. In the **Permitted to Administer Groups** panel of the **User Account Details** page, select the group from which you wish to remove the user as an administrator.
3. Click the **Remove** button.
4. Click the **Save** button.

## Viewing user details

To search for and view a user's details:

1. In the v4 Client, select **Tools | Administration | User Management | User Accounts** to display the **User Accounts Enquiry** page.

**IMPORTANT NOTE:** By default, the search only returns active users. To find inactive users, you must ensure the **Active** check box has an 'x' against it.

2. If required, enter any search criteria in the **User Accounts Enquiry** panel.
3. Click the **Search** button to display a list of all the users that match your search criteria. If you did not enter any search criteria, all users are returned.
4. In the list of users, double-click the name of the user to display their details in the **User Account Details [User Name]** page.

The **User Account Details** page has two panels of read-only information that can be used for auditing purposes, the **Login Information** panel and the **Last Updated Details** panel.

The following table summarises the read-only details:



Login Information panel	
Field	Description
Failed Logins	The number of failed login attempts since the last successful login. This number is reset each time the user successfully logs in.
Machine	The numbers to the left of the dash are the IP address of the machine on the local network. The Windows network name of the computer from which the last login attempt (either successful or unsuccessful) was made is to the right of the dash.
OS User	The Windows user account from which the Capita One user logged in, this is not populated if the user has logged in from V4 Online.
Fail Time	The date (DD-MM-YYYY) and time (HH:MM) that the last failed login attempt occurred.

Last Updated Details panel	
Field	Description
User ID	The One user ID for the selected user.
Created By	The One user that created the currently selected user account.
Created On	The date (DD-MM-YYYY) and time (HH:MM:SS) on which the currently selected user account was created.
Last Updated By	The One user that most recently updated the currently selected user account.

Last Updated Details panel	
Last Updated	The date (DD-MM-YYYY) and time (HH:MM:SS) on which the currently selected user account was most recently updated. Updates include changes to the user's personal details as well as changes to groups of which the user is a member.

## Creating Users in Bulk

### Introduction (Creating Users in Bulk)

The batch create users facility, available in the One v4 client, enables you to create user accounts for bases (e.g. a school or a nursery) so that they can interact with the One software. For example, when first setting up your Provider Self Service portals, you can quickly create an administrator account for each provider. The account details can then be shared with the appropriate person at each provider so that they can finish the set up process and manage their portal.

Users created via the batch process have an automatically generated username, which is a number that combines the LA number and the school number. If there is no school number for a base, then no user account can be created for it. To help organization, each user account can have a suffix appended, for example you might add 'P' to indicate that the account is intended to be used for the Provider Self Service portal. This also means that you can create multiple users for the same base by running the routine multiple times, changing the suffix each time.

Users created with the batch process also have a password automatically assigned to them. Each account has a unique password based on their LA and school number. User account passwords cannot be viewed in the One software (even by administrators), therefore a Microsoft Excel spreadsheet, called *Batch Create User Password.xls*, is available that displays the user passwords based on the LA number and school number you enter. The passwords can then be copied from the spreadsheet and disseminated to the users at the providers. Contact the One Service Desk to obtain the spreadsheet.

The batch create users functionality is accessed via **Tools | Administration | User Management | Batch Create Users**.

### Creating user accounts in bulk

One administrators can create One user accounts in bulk via **Tools | Administration | User Management | Batch Create Users**. The routine automatically maps the users created to the respective Base for which they were created. Users created via the batch create process are managed the same way as any other One user. You must assign the bases to user groups before you can run the batch create process. However, the group memberships can be edited as normal after the users are created.

**IMPORTANT NOTE:** Only bases with an LA number and school number recorded against them can have a user account created for them. If you cannot create a user account for a specific base, ensure there is an LA number and a school number and then run the batch create process again.

To process the batch create users:

1. In the v4 Client, select **Tools | Administration | User Management | Batch Create Users** to display the **Batch Create Users [Base Population]** page.

2. In the **Base Population** panel, select the **All LA Bases** radio button to return all the available bases.

Alternatively, select the **Only LA Bases for Base Type** radio button and select a base type from the drop-down to return only bases of the selected type.

3. Click the **Search** button to display a list of bases that meet the search criteria.
4. In the list of bases, select the check box in the **Select** column for each base for which you want to create a user.
5. If required, enter a **User Name Suffix** in the **User Account Parameters** panel. The suffix is added to the automatically generated user name and description.
6. Add the bases to the required groups.
  - a. Click the **Add** button to display the **Select Groups(s)** dialog.
  - b. Click the check box in the **Select** column for each group to which you want to add the bases. You can filter the list by entering search criteria in the **User Group Name** or **User Group Description** fields and clicking the **Search** button.
  - c. Click the **Select** button to add the user to the group and close the dialog.
7. Click the **Create User(s)** button to create the users.
8. After the users are created, enter the user details into the *Batch Create User Password.xls* spreadsheet to obtain the passwords and then send the usernames and passwords to the designated individuals at each provider.

You can view the list of users created and any errors that occurred for the most recent running of the batch process in the **User Creation Summary** panel. The content of this panel is updated each time you run the process or if you close the page. Therefore, if you receive any errors, you should investigate them as soon as possible or make a note of them for investigation later.

The users can now be [maintained just like any other users](#).

## Managing Groups in v4

### Introduction (Managing Groups in v4)

In v4 Client and v4 Online work is carried out by group members, rather than individual users. Users that are not assigned to a group can only log in to One and change their passwords. Users can be added to groups in the v3 Client or in the [v4 Client](#).

A group can be created first and then the users can be added to the group. Once groups are created in v3 or v4, the groups can be assigned permissions in the v4 Client. Any user that is a member of a group receives the permissions defined in the v4 Client.

You must be a One system administrator or designated group administrator with the appropriate permissions to administer user groups. Group names must be unique and can contain alphanumeric characters, spaces and special characters.

### Creating a user group

To create a new user group:

1. In the v4 Client, select **Tools | Administration | User Management | User Groups** to display the **User Groups Enquiry** page.
2. In the **User Group Enquiry** panel, click the **New** button to display the **User Group Details [New User Group]** page.

## Set Mandatory Fields

3. In the **User Group Details** panel, enter a unique **User Group Name** and **User Group Description**.
4. If required, add group members and [group administrators](#). Alternatively, you can edit [group memberships](#) later.
5. Click the **Save** button.

The user group is now created, but it still must have appropriate permissions assigned to it. To assign user group processes or permissions, use the **User Group Permissions** and **User Group Processes** hyperlinks in the **Links** panel on the right-hand side of the screen.

## Adding users to a group

After creating a group, you can add users. Any users added to the group inherit the access to group business processes and group permissions that have been assigned to the group.

1. [Open the user group](#) to which you want to add members.
2. In the **Group Members** panel of the **User Group Details** page, click the **Add** button to display the **Add User Accounts** dialog.
3. If required, enter any search criteria in the **User Accounts Enquiry** panel.
4. Click the **Search** button to display a list of all the users who match your search criteria. If you did not enter any search criteria, all users are returned.
5. Click the check box in the **Select** column for all the users you want to add to the group.
6. Click the **Select** button to add the users to the group. The **Add User Accounts** dialog closes automatically.
7. Click the **Save** button.

## Viewing user details from with the groups area

To view the details of any user of a specific user group or to view the details of a group's administrators:

1. [Open the user group](#) to which you want to add members.
2. In the **Group Member** panel or **Group Administrators** panel, select the user whose details you wish to view.
3. Click the **View** button to display the user's details.

## Removing users from a group

To remove users from a group:

1. [Open the user group](#) to which you want to add members.
2. In the **Group Members** panel of the **User Group Details** page, select the member of the group you want to remove.
3. Click the **Remove** button.
4. Click the **Save** button.

## Adding a group administrator

In Local Authorities with many users and groups, it can be useful to create group administrators who can manage the membership of specific groups but do not have other system administrator rights.

To be a group administrator, a user must be part of a user group with the correct access the User Accounts and User Groups business process, which are part of the Administration main business process. The following table summarises the capabilities granted by each level of access:

Business Process	Read	Read-Write	Read-Write-Delete
User Accounts	✓ - Minimum level, can view but not edit user details.	✓ - Can view and edit user details.	N/A
User Groups	✓ - Minimum level, can view but not edit group details.	✓ - Minimum level, can add users to and remove users from the groups they administer.	✓ - Group administrators can manage group membership and also delete the groups they administer.

To add a group administrator:

1. [Open the required user group.](#)
2. In the **Group Administrators** panel, click the **Add** button to display the **Add User Accounts** dialog.
3. If required, enter any search criteria in the **User Accounts Enquiry** panel.
4. Click the **Search** button to display a list of all the users who match your search criteria. If you did not enter any search criteria, all users are returned.
5. Click the check box in the **Select** column for all the users you want to add as group administrators.
6. Click the **Select** button to add the administrators to the group. The **Add User Accounts** dialog closes automatically.
7. Click the **Save** button.

## Removing a group administrator

To remove a group administrator:

1. [Open the required user group.](#)
2. In the **Group Administrators** panel, highlight the user to wish to remove as an administrator.
3. Click the **Remove** button.
4. Click the **Save** button.

## Viewing a user group's details

To search for and view a user's details:

1. Select **Tools | Administration | User Management | User Groups** to display the **User Groups Enquiry** page.
2. If required, enter any search criteria in the **User Groups Enquiry** panel.
3. Click the **Search** button to display a list of all the user groups that match your search criteria. If you did not enter any search criteria, all user groups are returned.
4. In the list of user groups, double-click the name of the group to display their details in the **User Group Details [User Name]** page.

# 04 | Case Notes Functionality

## Case Notes

Permissions for Case Notes are assigned via **Tools | Permissions | User Group Processes**. In the **Main Business Processes** dropdown box, select **Case Notes**.

The **Case Notes** functionality groups all the case notes in a single screen via the [Links](#) panel.

Case notes are created depending whether the case notes relate to:

- a [Child](#) case.
- a [Fostering](#) case.
- an [Adoption](#) case.
- an **EHCP** case.

The **Case Note Detail** panel contains information about any [Relationships for](#) the Subject. The button appears as **Show/Hide Relationships** depending if you wish the relationships to be seen. If you do not want the relationship panel to be seen on any screen for a particular user, click the dropdown arrow and uncheck 'Always show relationships panel'.

As well as [Case Notes](#), relationships can also be managed via Contact Record, EHCP, Exemplars and Social Network.

Click the **New** button to create a new case note

Use the **Refresh** button to update the panels when any changes have been made.

On the **Case Note** panel, **Case Reference Number**, **Establishment** and **ICS-Confidential** are only required for ICS case notes.

**Service Team** and **Case Note Details** are mandatory fields.

Case Notes can be **Cloned**. But only the **Case Note Details**, i.e. **Date**, **Time**, **People Present**, **Case Note Summary**, **Event Type** and **Case Note Detail** are cloned. The **Subject Details**, **Service Team** and **Application/Registration Summary** are not copied, allowing you to search for a new child, student, carer or adopter. For ICS, the Case Reference Number is not copied.

For ICS users, if you wish the case note to be confidential select the **ICS-Confidential** checkbox.

Both signed and unsigned case notes can be cloned. When a signed case note is cloned the [Sign Off](#) panel remains blank.

Click the [Set ACL](#) button to assign **ACLs** for each individual case note.

**Alerts** can be set up against the **Case Note Details**. Clicking the **Alerts** icon opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are displayed when the person record is opened.

Clicking the **Workflow** button enables you to [Add a Workflow item](#).

Click the **Export/Print** button to open the **Export Case Notes As** window to export the contents in XML format to your local PC or a Network location. A message will be displayed asking you,

*Do you wish to create a new Case Note to record this export?*

Respond appropriately. Click the **Refresh** button to update the **Case Note Details**.

## Export/Print Child Case Note

The following information is exported/printed: Case Notes For: (*name*), Start Date, Created Date, Created By, Last Updated Date, Last Updated By, CRN, Event Type, Case Note Summary

Clicking Export/Print from Edit exports/prints the following information: Subject Details, CRN, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail and Sign Off details.

## Export/Print Fostering Case Note

The following information is exported/printed: Application Ref. Number, Start Date, Created Date, Created By, Last Updated Date, Last Updated By, Event Type, Case Note Summary.

Clicking Export/Print from Edit exports/prints the following information: Application /Registration Summary, Application Ref Number, Case Reference Number, Carer 1 Details, Carer 2 Details, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail, Sign Off.

## Export/Print Adoption Case Note

The following information is exported/printed: Application Ref. Number, Start Date, Created Date, Created By, Last Updated Date, Last Updated By, Event Type, Case Note Summary.

Clicking Export/Print from Edit exports/prints the following information: Application /Registration Summary, Application Ref Number, Case Reference Number, Adopter 1 Details, Adopter 2 Details, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail, Sign Off.

The **History** lists all the Case Notes relating to the Child, Fostering Application or Adoption Application in columns: Start Date and Time, Created Date and Time, Created By, Last Updated Date and Time, Last Updated By, **CRN**, Event Type and Case Note Summary. Click on the [Date/Time](#) to view the Case Note details, these are listed in chronological order with the latest at the top.

Before you can **Delete** a Case Note you will be asked for confirmation. Anyone may delete an unsigned Case Note, but only System Administrators can delete signed Case Notes. Deleting a Case Note will add an item to the [Audit Trail](#).

A [Linked Document](#) can only be attached once the Case Note has been saved. This can only be done in the **New/Edit Case Note** screen and will only relate to the associated Case Note.

When you have made any changes to the Case Note click the **Save** button.

## Case Notes (Child)

The [Child Case Notes](#) are accessed via **Focus | Person/ICS Person | Links** panel.

In a **Case Note (Child)** the **Subject Details** section displays the following information about the Child:

- Title
- Family Name
- Given Name
- Gender



- Date of Birth.

You cannot edit the Subject Details unless the Case Note is **cloned**. To make changes to the child's details click on the [ICS Person Details](#) in the **Links** panel.

An **Event Filter** will allow you to filter the results using **Events Between dates, Event Type** and **Case Reference Number**.

The Case Notes are displayed in the [Case Note Details](#) panel. Highlight a Case Note in the History to display the Case Note Details.


## Case Notes (Child) Details

The **Case Note Details** displays the [Case Notes](#) panel. This information reflects the data that is recorded in the **History**:

- Case Reference Number
- Key Event
- Event Type
- Service Team (mandatory)
- Created By
- Date and Time
- People Present
- Case Note Summary
- Case Note Detail
- Linked File.

The **Case Note** panel is read-only. If you need to make changes then you must use the **New/Edit** functionality, or if you have the required permissions click on **Edit**.


- Case Reference Number – select from dropdown.
- Key Event – select if the event is a key event. This information is displayed on the chronology.
- Event Type – select from dropdown.
- Service Team – select from browse.
- Created By – automatically populated when record is saved.
- Date – select from dropdown calendar.
- Time – entered automatically, but can be edited.
- People Present – free text field up to 150 characters.
- Case Note Summary – free text field up to 150 characters.
- Case Note Detail – a free text field with memo **functionality**.
- Linked Files - displays whether a case note has a linked file associated with it.

 *The user should enter a Case Note Summary when they create a Case Note, however, if they do not populate this field then the system will pick up the first sentence of the Case Note Detail field and use this as the Summary. The system will only automatically populate the Summary field if the user saves the Case Note without entering any data in that field. If the first sentence is longer than 150 characters then only the first 150 characters will be used. The system will identify if there is a full stop in the first 150 characters, if one exists the system will copy the text up to the full stop. If a full stop does not exist the full 150 characters will be copied to the Summary.*

## Case Notes Functionality

The **Sign Off** panel is available for the [Digital Signature](#).

The **Cloned Details** panel will allow you to identify where a case note was **Cloned From**, **Last Cloned To**, **Date Cloned From** and **Date Last Cloned To**.

 After creating or editing a Case Note you must save the Case Note and then **Save** the Child's record.

When a Case Note is created/edited it appears in the **History**, which is displayed below the panels. It displays the following information in **columns**:

- Date and Time
- Open (displays as **Edit** if changes are required)
- Key Event
- Case Note Summary
- Event Type
- CRN
- Linked Files
- Created Date and Time
- Created By
- Last Updated Date and Time
- Last Updated By.

**ACLs** will restrict which Case Notes appear in the History. If Users, Posts, Groups or Service Teams do not have **Read Summary permissions** granted to them then the Case note Summary will not appear in the History. Trying to access a Case Note without permissions will display the following message:


*User does not have access to this entity*


When the Case Note is printed it will show details for:

### **Case Note**

Subject's Details, Case Reference Number, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail, Sign Off.

## Case Notes (Fostering)

The [Fostering Case Notes](#) are accessed from Focus | Fostering | Fostering Application | Fostering Case Notes in the  **Links** panel.

In  **Fostering Case Notes** the Subject Details section is called the **Application/Registration Summary** and displays the following information:

- Application Reference Number
- Current Status
- Case Reference Number (CRN)
- Carer 1 – Surname, Forename, Principal Address, Gender, Date of Birth, e-mail Address, Primary Contact Number and Mobile number
- Carer 2 – Surname, Forename, Principal Address, Gender, Date of Birth, e-mail Address, Primary Contact Number and Mobile number

You cannot edit the Application/Registration Summary unless the Case Note is **cloned**. If you need to make changes to the Foster Carer's details click on the **Details** icon to access the [ICS Person Details](#). If you need to make changes to the Foster Application this will need to be done through the [Fostering Application Link](#).

An **Event Filter** will allow you to filter the results using **Events Between dates**, and **Event Type**. The Fostering Case Notes are displayed in the [Fostering Case Details](#) panel.


## Case Notes (Fostering) Details

The **Fostering Case Details** displays the [Case Notes](#) panel. This information reflects the data that is recorded in the **History**:

- Event Type
- Date
- Time
- People Present
- Case Note Summary
- Case Note Detail - mandatory


The Case Note panel is read-only. If you need to make changes then you must use the **Edit** functionality.

- Event Type – select from dropdown
- Date – select from dropdown calendar
- Time – entered automatically, but can be edited
- People Present – free text field up to 150 characters
- Case Note Summary – free text field up to 150 characters
- Case Note Detail – a free text field with memo **functionality**

 *The user should enter a Case Note Summary when they create a Case Note, however, if they do not populate this field then the system will pick up the first sentence of the Case Note Detail field and use this as the Summary. The system will only automatically populate the Summary field if the user saves the Case Note without entering any data in that field. If the first sentence is longer than 150 characters then only the first 150 characters will be used. The system will identify if there is a full stop in the first 150 characters, if one exists the system will copy the text up to the full stop. If a full stop does not exist the full 150 characters will be copied to the Summary.*

The **Sign Off** panel is available for the [Digital Signature](#).

The **Cloned Details** panel will allow you to identify where a case note was **Cloned From**, **Last Cloned To**, **Date Cloned From** and **Date Last Cloned To**.

 *After creating or editing a Fostering Case Note you must **Save** the Case Note and then **Save** the Fostering record.*

When a Fostering Case Note is created/edited it appears in the **History**, which is displayed below the panels. It displays the following information in **columns**:

- Start Date and Time
- Case Note Summary
- Event Type

## Case Notes Functionality

- Created Date and Time
- Created By
- Last Updated Date and Time
- Last Updated By
- Open (displays as Edit if changes are required)

**ACLs** will restrict which Case Notes appear in the History. If Users, Posts, Groups or Service Teams do not have **Read Summary permissions** granted to them then the Case note Summary will not appear in the History. Trying to access a Case Note without permissions will display the following message:

*User does not have access to this entity*

When the Case Note is printed it will show details for:

### **Fostering Case Note:**

Application /Registration Summary, Application Ref Number, Case Reference Number, Carer 1 Details, Carer 2 Details, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail and Sign Off .

## Case Notes (Adoption)

The [Adoption Case Notes](#) are accessed from Focus | Adoption | Adoption Application | Adoption Case Notes in the **Links** panel.

In **Adoption Case Notes** the Subject Details section is called the **Application/Registration Summary** and displays the following information:

- Application Reference Number
- Current Status
- Case Reference Number (CRN)
- Adopter 1 – Surname, Forename, e-Mail Address, Principal Address, Primary Contact Number, Mobile, Gender, Date of Birth, Relationship, Status
- Adopter 2 – Surname, Forename, e-Mail Address, Principal Address, Primary Contact Number, Mobile, Gender, Date of Birth, Relationship, Status

The Application/Registration Summary cannot be edited unless the Case Note is **cloned**. If you need to make changes to the Adopter's details click on the **Details** icon to access the [ICS Person Details](#). If you need to make changes to the Adoption Application this will need to be done through the [Adoption Application](#) Link.

An **Event Filter** will allow you to filter the results using **Events Between dates**, and **Event Type**

The Adoption Case Notes are in the [Adoption Case Details](#) panel.

## Case Notes (Adoption) Details


The **Adoption Case Details** displays the [Case Notes](#) panel. This information reflects the data that is recorded in the **History**:

- Event Type
- Date
- Time
- People Present
- Case Note Summary

- Case Note Detail - mandatory




The Case Note panel is read-only. If you need to make changes then you must use the **Edit** functionality.

- Event Type – select from dropdown
- Date – select from dropdown calendar
- Time – entered automatically, but can be edited
- People Present – free text field up to 150 characters
- Case Note Summary – free text field up to 150 characters
- Case Note Detail – a free text field with memo **functionality**

 *The user should enter a Case Note Summary when they create a Case Note, however, if they do not populate this field then the system will pick up the first sentence of the Case Note Detail field and use this as the Summary. The system will only automatically populate the Summary field if the user saves the Case Note without entering any data in that field. If the first sentence is longer than 150 characters then only the first 150 characters will be used. The system will identify if there is a full stop in the first 150 characters, if one exists the system will copy the text up to the full stop. If a full stop does not exist the full 150 characters will be copied to the Summary.*

The **Sign Off** panel is available for the [Digital Signature](#).

The **Cloned Details** panel will allow you to identify where a case note was **Cloned From, Last Cloned To, Date Cloned From** and **Date Last Cloned To**.

 *After creating or editing an Adoption Case Note you must  Save the Case Note and then  Save the Adoption record.*

When an Adoption Case Note is created/edited it appears in the **History**, which is displayed below the panels. It displays the following information in **columns**:

- Start Date and Time
- Case Note Summary
- Event Type
- Created Date and Time
- Created By
- Last Updated Date and Time
- Last Updated By
- Open (displays as **Edit** if changes are required)

**ACLs** will restrict which Case Notes appear in the History. If Users, Posts, Groups or Service Teams do not have **Read Summary permissions** granted to them then the Case note Summary will not appear in the History. Trying to access a Case Note without permissions will display the following message:


*User does not have access to this entity*

When the Case Note is printed it will show details for:

**Adoption Case Note:**

Application /Registration Summary, Application Ref Number, Case Reference Number, Adopter 1 Details, Adopter 2 Details, Date, Time, Event Type, People Present, Case Note Summary, Case Note Detail and Sign Off .



## Relationships – Case Notes

 Reference Guide **RG\_Relationships\_Case Notes** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

When a Case Note is created the system allows you to provide details of potential siblings in the **Relationships** panel.

Use the **Show/Hide Relationships** button, depending if you wish the relationships to be seen. If you do not want the Relationship panel to be seen on any screen for a particular user, click the dropdown arrow and uncheck **'Always show relationships panel'**.




You can **Add, Edit**, view **Details** and **Remove** a 'relationship'.



 To enter a **Memo** you need to **Edit** the record and click the **Memo** button. Once the Memo has been saved the icon will display as .

**Select** the people for whom you wish to generate a Case Note and click the **Generate** button. A confirmation will appear

*"The Case Note will also be generated for:  
Surname, Forename (Age ym)  
Surname, Forename (Age ym)*

Each time a Social Worker creates a Case Note for each child in a family, the Relationships panel will contain the details of all siblings set up when the Case Note was created.

When these Case Notes are  **Generated** for 'Relationships' they can be viewed by clicking on  **Windows** at the top of the screen. Each Case Note must be saved individually. If there are any errors, a message will be displayed at the bottom of the screen; open the Case Note, enter the missing details and  **Save**.

If any information needs to be added to the Case Notes at a later date you can use the  **Copy Forward** button to add the details to other records having a 'relationship' with the Subject. Click the button to open the **Copy Forward – Case Note of <Name> to Relationships** panels.   
Select the required Relationship/s and  **Generate**. A message box will confirm:


*This Case Note will be copied forward to  
- <Name> [<Relationship>]*

*Do you wish to Continue?*

Click **OK**. Save the Case Note(s).

# 05 | Alerts Focus

## Alerts

 This does not cover Alerts that are sent to Caseworkers regarding a student's Attendance. Please refer to **Alerts (Attendance)**.


The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Administration\_System Alerts**  
**RG\_Administration\_Creating Scheduled Alerts**  
**RG\_Administration\_Creating SQL Alerts**  
**RG\_Administration\_Creating Trigger Alerts**  
**RG\_Common\_Using the Alerts Button.**


The creation and maintenance of Alerts and Notification is managed by a System Administrator via Tools | Administration | **Alert Definition**.


The Alerts and Notification facility comprises three main functions:

- The ability to **define** where changes occur for a selection of contexts, such as the Student or the Base
- The ability to construct and format messages as a **Trigger Alert**, **SQL Alert** or **Scheduled Alert**.
- The ability to define how the message is **transmitted** to both users and non-users (e-mail recipients) within a selection of options.

The **Alerts Definition** provides the ability to create and  **maintain alerts**.



Commonly, the Trigger alerts users to changes in field values. However, **Trigger Alerts** can also be created where data is persistent, such as a base closure or the death of a student. In this case a change criterion is not appropriate; the trigger fires every time the user accesses the record.


 A pre-defined **System Alert** will automatically be generated if a 'person' is made **Inactive** and the Reason is **Deceased**. The header will display:

 **Student Details [Forename Surname] (Deceased) (Date of Birth: 01/01/1999)**  
 Panel 01. **Student Identifiers** will display: **DECEASED** .


**SQL Alerts** are created and initiated on the basis of a user enquiry to a particular focus. For example, you may select an option to view the details of a student. As a result of this enquiry an SQL statement may be run against the database and the result output to a message box or to an email.

It is possible to  **Preview Message** on an **Action** as a Popup Message, e-mail Message or Workflow Message.

A series of **Predefined Alerts** are included with the **Capita** Installation. These Alerts will be displayed in the  **My Workflow Messages** panel on the  **Home Page**, e.g. to inform a Carer or Health Visitor of a subject's change of address.

Clicking on the  **Alerts** button will allow you to create an Alert against an individual record.



 **Permissions:** The system differentiates between the Business process of defining an Alert and the process of saving an immediate Alert message. Within Alert messages it is possible to deny access, but this will not stop the display of messages either as a result of legitimately activated Alerts or by an Alert message. It is possible to deny a user the right to **edit** or **save** a new Alert message. Full user rights may also be accorded to the User Group where the right to **delete** a message is required.

## Maintain Alert

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Administration\_System Alerts**  
**RG\_Administration\_Creating Scheduled Alerts**  
**RG\_Administration\_Creating SQL Alerts**  
**RG\_Administration\_Creating Trigger Alerts**  
**RG\_Common\_Using the Alerts Button.**

Selecting Tools | Administration | **Alert Definition** opens the  **Maintain Alert / Alert Enquiry**.

By selecting  **Search** only, all Alerts will be displayed in the browse.




Click on the **Alert Type** dropdown to narrow your search to include only [Scheduled](#), [SQL](#) or [Trigger](#) Alerts.

You can search for individual Trigger Alerts by selecting **Alert Type: Trigger** and a **Trigger Alert Table** from the dropdown.


You can search for individual SQL Alerts by selecting **Alert Type: SQL** and an **SQL Alert Context** from the dropdown.


You can search for individual Scheduled Alerts by selecting **Alert Type: Scheduled**.

It is also possible to search on **Description**.

Clicking  **Search** will return a list of Alerts, matching the search criteria. Click on a column **heading** to change the order of the list. Double click on a record or highlight a record and click the  **Open in new Window** icon to view the [Alert Definition](#). You may expand or collapse a panel by clicking the  icon.

Select an Alert from the available list or create a  **New Alert Definition**.

An existing alert can be **activated** or **deactivated** by clicking on the  **Action** icon. **Predefined Alerts** are always **Active** and cannot be edited.




 Alerts may be deactivated, but not deleted from the Enquiry page. Alerts may be deactivated or deleted from the **Alert Definition** page, with the exception of **Predefined Alerts**.

## Alert Definition

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Administration\_System Alerts**  
**RG\_Administration\_Creating Scheduled Alerts**  
**RG\_Administration\_Creating SQL Alerts**  
**RG\_Administration\_Creating Trigger Alerts**  
**RG\_Common\_Using the Alerts Button.**

The **Alert Definition** is opened from the [Alert Enquiry](#); it shows the details for an existing Alert.

A  **Wizard** is available allowing you to move through each panel by clicking  **Previous** or **Next** instead of scrolling down the page. Click the  **Wizard** icon again to return to a scrollable form.

A  **New** Alert Definition can be defined here.

The Alert Definition allows the user to specify on which fields within the table names and entities are subject to alert triggering.

The **Alert Definition** panel comprises:




- **Alert Definition ID**
- **Alert Type**
- **Reason for Alert**
- **Description**
- **Active**
- **Predefined**

Selecting **Alert Type** ‘**Trigger**’ will disable the SQL Alert and the Scheduled Alert panels.


Selecting **Alert Type** ‘**SQL**’ will disable the Trigger Alert and the Scheduled Alert panels.

Selecting **Alert Type** ‘**Scheduled**’ will disable the Trigger Alert and the SQL Alert panels.

**Reason for Alert** and **Description** are mandatory fields and all **Alert Types** must have at least one **Action** defined.

Click on the  **Activate** or  **Deactivate** icons to change the status of the Alert. To make any changes to an alert it must be deactivated. Clicking the  **Delete** icon allows you to delete Alerts with the exception of **Predefined Alerts**. The delete process deactivates the Alert before deletion.

 **Predefined Alerts** cannot be edited or deleted and are always **Active**.

You cannot  **Save** the details of an Alert without a **Reason** or **Description**. A **Recipient** must be added and an **Action**, corresponding to the selection in the Recipient List, must be set.

When you save a new alert you will be asked:

*“Do you want to activate the alert?”*

## Trigger Alert


The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Administration\_System Alerts**

**RG\_Administration\_Creating Trigger Alerts**

**RG\_Common\_Using the Alerts Button.**

**Trigger Alerts** are set up in Tools | Administration | [Alert Definition](#). They work on changes to nominated database tables and fields. The generic term for this type of functionality is ‘database triggers’.

If an existing Trigger Alert is inactive  click the  **Activate** button and the Alert will become **Active** .

By default the **Alert Type** is set to ‘**SQL**’, click the dropdown to change this. Selecting **Alert Type** ‘**Trigger**’ on the **Alert Definition** panel will disable the SQL Alert and Scheduled Alert panels.

The **Reason for Alert** and **Description** fields are mandatory.

Click on the dropdown to select **Alert Based On**.  
The **Database Trigger** is a system generated number.

The **Trigger Alert** panel consists of three tabs:


- [Field Selection](#)
- [SQL](#)
- [Retrospective Action](#)

A **Trigger Alert** also requires a [Recipient](#) and an [Action](#) before it can be saved.

It is possible to [View Trigger SQL](#) that will be generated by this Trigger.

It is not possible to edit an existing Alert unless it is **Deactivated**.  
A saved Alert will not 'work' until it is **Activated**.


## Field Selection (Trigger Alert)

The **Field Selection** and the [SQL](#) are mutually exclusive; that is, it is not possible to use both, only one or the other. Under these conditions the system does not allow the user to save the record, and an  **error** appears.


The **Field Selection** browse lists the Fields which are subject to Alert triggering. These change according to the **Alert Based On** selection.


Each Field contains a check box **Alert When Changed**. The user may select a Field or Fields where a trigger is required. It is possible to  **Select All** or  **De-Select All**.

If required, specify the parameters for **Only When Changed From** and **Only When Changed To** (e.g. **From True To False**).

 *Where more than one field is selected the alert will trigger only when **all** conditions are true. If you wish the alert to trigger when any **one** of the conditions is true, you must create separate alerts.*

## SQL (Trigger Alert)

 *SQL should only be carried out by a System Administrator who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of following this advice inaccurately.*

The [Field Selection](#) and the **SQL** are mutually exclusive; that is, it is not possible to use both, only one or the other. Under these conditions the system does not allow the user to save the record, and an  **error** appears.

Where a message requirement is persistent (such as in the example of a death of a student/person) the message can be written in the SQL tab.

If this is linked to a popup display the user will see the display every time the student record is accessed.


This should be an SQL SELECT statement that will be checked in the body of the TRIGGER using a CURSOR. If the number of rows returned by the CURSOR is greater than 0 then the TRIGGER will be fired.

Please note that the column values for the row being edited should be prefixed with the **:OLD** and/or **:NEW** in the SQL SELECT statement. Failure to do this will cause locking errors when the TRIGGER is fired.

If 'Retrospective Action' is applied for the Alert then existing rows satisfying the condition in the SQL SELECT statement will be affected. Please note that if the SQL uses **:OLD** and/or **:NEW** values then a replacement SQL for Retrospective Action must also be specified on the next page.

Click on the button **Verify SQL**, if valid a message will display:

 **SQL is valid**

Click on  **View Trigger SQL** to view the SQL that will be generated by the trigger


➔ **Related Topics:**

[View Trigger SQL](#)

[Retrospective Action](#)

## Retrospective Action (Trigger Alert)

 *Used for example when a student is deceased.*

 *SQL should only be carried out by a System Administrator who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of following this advice inaccurately.*

Checkbox defaults to .

Tick the checkbox to retrospectively apply the conditions defined in the grid on the **Field Selection** tab page.

This will trigger a Popup Message action (if one has been defined for the Alert). It will only apply to those fields that have been selected in the grid on the Field Selection tab page or if free text SQL has been applied on the SQL tab. It will not apply if none or all of the fields are ticked. The action is only applied when the Alert is activated.

For example, if the SURNAME field has been selected in the grid on the Field Selection tab and this checkbox is ticked then a Popup Message action (if one has been defined for the alert) will be raised for all existing PEOPLE records where the SURNAME field matches the criteria defined in the grid on the Field Selection tab.

It is possible to verify (but not amend) the SQL created by the trigger creation. Click on the button **Verify SQL**, if valid a message will display:

 **Retrospective SQL is valid**

Click on  **View Trigger SQL** to view the SQL that will be generated by the trigger

➔ **Related Topics:**

[Field Selection](#)

[View Trigger SQL](#)

[Popup Message](#)


## SQL Alert

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:


**RG\_Administration\_System Alerts**

**RG\_Administration\_Creating SQL Alerts**

**RG\_Common\_Using the Alerts Button.**

 SQL should only be carried out by a System Administrator who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of following this advice inaccurately.

**SQL Alerts** are set up via **Tools | Administration | [Alert Definition](#)**. These Alerts are created and initiated on the basis of a user enquiry to a particular focus. For example, a user may select an option to view the details of a student. As a result of this enquiry an SQL statement may be run against the database and the result output to a message box or to an email.

By default the **Alert Type** is set to 'SQL'. If an existing SQL Alert is inactive  click the  **Activate** button and the Alert will become **Active** .

Selecting **Alert Type 'SQL'** on the **Alert Definition** panel will disable the Trigger Alert and the Scheduled Alert panels.

The **Reason for Alert** and **Description** fields are mandatory.

Select a **Context** for the Alert. The system will display the following:

- **Associated No.of Alerts** – this facility has its own web **permission** which must be set by the System Administrator if the privilege is devolved to non-System Administrators
- A list of **available parameters** to use within the 'where' clause of the SQL query text – parameters allow you to prefix an SQL statement with a value that the system will populate dependent on the record being accessed by the user at run-time:  
e.g. :param1 = BaseID (bases.base\_id)

Enter the required **SQL statement** into the **Query** box:

e.g. `select base_name from bases where base_id = :param1`

Two additional check boxes are provided: **Include SQL Result** and **Fire Alert if row returned**. Both boxes are three-state:

- - accept
- - reject
- - null

**Include SQL Result** is set to  **reject** by default, but can be checked  to **accept**; to allow the repetition of the SQL output in a message.

**Fire Alert if row returned** allows the user to determine if a message should fire if no row of data is returned. The default value is set to  **accept**. This implies that the message will fire regardless of the values returned. Should you prefer this value can be set to  **reject**, in which the message will fire regardless of the outcome of the query.

An **SQL Alert** also requires a **Recipient** and an **Action** before it can be saved.

It is not possible to edit an existing Alert unless it is **Deactivated**.

A saved Alert will not 'work' until it is **Activated**.

## Creating SQL Statements Using Parameters

When adding an SQL Statement in the [SQL Alert](#) panel in the **Query** box, the following general rules apply:

- Any statement that does not begin with the word '**Select**' (including any comment markers) will be treated as an invalid
- A comment must be entered as: */\* ... \*/* or *--* (two minus characters) but is invalid if placed on the first line
- A second statement inserted by the use of a semi-colon will be ignored, although the statement may be interpreted as valid
- The user may use parameters; these are values that the System understands based on the user's focus. These parameters are made available via the **Context** selected and must adhere to the convention: **:param $n$**  where  $n$  is the relevant number
- The system will display an error message if the number of the parameter value exceeds the numbers of parameters available within the Context. For example, **:param3** where there are only two parameters available
- It is only possible to retrieve a parameter when it is placed in the **Where** clause of the SQL statement
- It is possible to create **sub-selects** (SQL Statement where a Select statement exists in the **Where** clause)
- The system will **not save** any invalid SQL Statements. The user must correct the statement or abandon it.


Where an **SQL Query** is not validated by the system an **Oracle** error message is displayed in the bottom left-hand corner of the User Interface, e.g.

 **ORA-00942: table or view does not exist**


## Scheduled Alert

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Administration\_System Alerts**  
**RG\_Administration\_Creating Scheduled Alerts**  
**RG\_Common\_Using the Alerts Button.**

 *SQL should only be carried out by a System Administrator who is fully aware of its implications. Capita cannot accept responsibility for data problems caused as a result of following this advice inaccurately.*

Scheduled Alerts are set up in Tools | **Administration** | [Alert Definition](#). It is possible to schedule these Alerts with an Action Outcome of [multiple emails](#) and [Workflows](#). It is **not** possible to schedule pop-up messages, or to include parameters in the SQL Query.

If an existing Scheduled Alert is inactive  click the  **Activate** button and the Alert will become **Active** .

By default the **Alert Type** is set to '**SQL**', click the dropdown to change this. Selecting **Alert Type 'Scheduled'** on the **Alert Definition** panel will disable the Trigger Alert and SQL Alert panels.

The **Reason for Alert** and **Description** fields are mandatory.

Enter the required [SQL Statement](#) into the Query box.

## Alerts Focus

Two additional check boxes are provided: **Include SQL Result** and **Fire Alert if row returned**. Both boxes are three-state:

- - accept
- - reject
- - null

**Include SQL Result** is set to  **reject** by default, but can be checked  to **accept**; to allow the repetition of the SQL output in a message.

**Fire Alert if row returned** allows the user to determine if a message should fire if no row of data is returned. The default value is set to  **accept**. This implies that the message will fire regardless of the values returned. Should you prefer this value can be set to  **reject**, in which the message will fire regardless of the outcome of the query.

Use the **Alert Next Scheduled** to select a **Date** and **Time** to determine the first Scheduled Start. Subsequently the System will update this field for subsequent running of the Alert (this will be editable). Set the **Repeat every** field as required.

*The Scheduled Alert functionality has been linked to the Configuration Tool which determines the frequency of ['checking for background tasks'](#).*

A **Scheduled Alert** also requires a [Recipient](#) and an [Action](#) before it can be saved.

It is not possible to edit an existing Alert unless it is **Deactivated**.

A saved Alert will not 'work' until it is **Activated**.

## Creating SQL Statements (Scheduled Alert)

When adding an SQL Statement in the [Scheduled Alert](#) panel in the **Query** box the following general rules apply:

- Any statement that does not begin with the word **'Select'** (including any comment markers) will be treated as an invalid
- A comment must be entered as: */\* ... \*/* or *--* (two minus characters) but is invalid if placed on the first line
- A second statement inserted by the use of a semi-colon will be ignored, although the statement may be interpreted as valid
- It is possible to create **sub-selects** (SQL Statement where a Select statement exists in the *Where* clause)
- The system will **not save** any invalid SQL Statements. The user must correct the statement or abandon it.

Where an **SQL Query** is not validated by the system an **Oracle** error message is displayed in the bottom left-hand corner of the User Interface, e.g.

 **ORA-00942: table or view does not exist**

## Frequency of Scheduling Alerts

The process behind scheduling is for the System to determine if the 'Next Scheduled time for an Alert has passed. When this is True, the System then activates the SQL Query and processes the Outcome. The frequency of the System 'checking' for 'Next Scheduled' times can be at odds with the required frequency of the Alert.



For example, an Alert could be set to fire every five minutes; however, the System's job scheduler that determines if any emails are found in the Alert queue (and therefore deliver them) might only run every fifteen minutes.

You should check that the '**Frequency of Checking Background Tasks (minutes)**' field, which is set in the **CCS Enterprise Server Configuration Utility**, is set lower than the [Scheduled Alert](#) frequency.

## Recipient List


*The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:*

***RG\_Administration\_Creating Scheduled Alerts***



***RG\_Administration\_Creating SQL Alerts***

***RG\_Administration\_Creating Trigger Alerts.***

The **Recipient Type** and the mechanisms (**Email, Popup, Workflow**) for delivering an Alert are defined here. The type of Recipient determines the Action type.



Click on the appropriate  **Add** button (*click in the Recipient List panel first to avoid returning to panel 01*):

### Add Users



Opens the  **User Browser**; displays **User Name, Description, Forename, Surname, Active, Role Manager, Telephone** number and **Email** address. Use the **Looking for** and **Search by** to  **Select** one or more Users.

If a User is selected who subsequently becomes 'Inactive' the individual will not receive an email as the System checks for 'inactivity' when an Alert is fired.

### Add Groups




Opens the  **Select a Group** browse; displays **Group Name, Description**, number of **Active Members** and number of **Total Members**. Use the **Looking for** and **Search by** to  **Select** a Group.

### Add People

Opens the  **Person Enquiry**,  **Search** for a Person; displays **Flags, Family Name, Given Name, Chosen Family Name, Chosen Given Name, Given Name 2, Gender, Title, DoB, Postcode**.  **Select** one or more People.

If a Person is selected who subsequently becomes 'Inactive' the individual will not receive an email as the System check for 'inactivity' when an Alert is fired.

### Add Bases

Opens the  **Base Enquiry**,  **Search** for a Base; displays **Name** of Base, **Base Type, LA, School No. Control, Active**.  **Select** one or more Bases.

### + Add Posts

Opens the  **Post Browser**; displays name of **Posts**. Use the **Looking For** and **Search by** to  **Select** one or more Posts.

### + Add By Query


This option is not available for **Trigger** Alerts. The correct **Alert Type** must be selected and the **SQL Query** must be stated before the button will respond.

This is used where the population alters according to Query Output, for example to identify Bases that have not made a Return or individuals who have Tasks overdue.

The System reads the Query and determines the appropriate table(s).

Opens the  **From Query** browse; displays the **Field**. Use the **Looking For** and **Search by** to narrow your search.  **Select** one or more **Fields**.

### + Add Email

Opens the  **Add email address** browse. A Distribution List can be used. To add multiple addresses, separate each email address with a semi-colon (;). e.g. usera@hotmail.com;userb@gmail.com. Click **OK**.

Use  or  to set the required Action. You **cannot** assign all Actions to all Recipients. In some instances the Action Type options are restricted and therefore disabled.

 Highlight a record and Click  **Remove** to delete it from the **Recipient List**.

## Action (Alerts)

*The following reference guides are available from the One Publications website (www.onepublications.com) to help you with this process:*

***RG\_Administration\_Creating Scheduled Alerts***

***RG\_Administration\_Creating SQL Alerts***

***RG\_Administration\_Creating Trigger Alerts.***


The list of available options of how a message is transmitted comprises:


- An **email** message transmitted to any nominated recipient(s)
- A **Popup Message** box displayed on the screen as an identified record is accessed
- A **Workflow Message** transmitted as a workflow item to a specified user
- A call to a **SOAP Web Service** (This option has been temporarily disabled)



Any number of the options can be selected to transmit the Alert, depending on the Recipient Type.



To substitute a field into any of the above messages use the syntax @"OLD\_Field Name" or @"NEW\_Field name" (including the quotation marks) and the value in that field will be substituted into the message. The old value of the field replaces "OLD\_Field Name" and the new value of the field replaces "NEW\_Field Name", e.g. The information for @"OLD\_Surname" has been updated to @"NEW\_Surname" (*The information for Smith has been updated to Jones*).

**NOTE:** A field cannot be substituted into the message for an SQL Alert.

After defining an **Action** for an SQL based Alert (not a Trigger Alert) it is possible to  **Preview Message** for an **e-mail**, **Popup** or **Workflow** Message.


Select the **Preview Action** from the dropdown. Click  **Preview Message**. An Alert **must be saved** before you can preview it, but it can be Active or Deactive.

The  **Preview SQL Alert: (name)** will open showing the **Parameter(s)** for the Alert. The **Alert Message** and **Alert SQL** are read-only, but the **Param(n)** fields can be edited. To make changes to the Alert Message and Alert SQL you will need to  **Deactivate** the Alert.

Click  **Run** (within  **Preview Message**) to execute the Alert. If successful the 'Alert Message' will display. If not, you will receive a message: "This query would not cause an alert to be shown, as no rows were retrieved."

Click on the button [View Trigger SQL](#) to view the 'read-only' SQL that will be generated by the Trigger Alert.






## e-mail

Sends an email to any nominated Recipient(s), a Distribution list can be used. The Recipient(s) must be added to the [Recipient List](#) before the Alert can be  **Activated**. To add multiple email addresses each address must be separated by a semi-colon (;). If a Recipient is selected as a User and is also part of a Group, the System will only dispatch the email once as the list is filtered to accept distinct values only. Enter details for:

- **Subject** - subject of the Alert, up to 100 characters
- **Message** - message to be seen by Recipient(s), can insert parameters, up to 4000 characters

 Use the @ syntax to add specific data into the Alert message, e.g. Court Order for @"NEW\_STUD ID". The field name must be entered exactly as shown in the **Field Selection** list.


Then:

-  **Add Recipient(s)**
-  **Save**
-  **Activate**
-  **Preview**
- Click  **Run** to execute the Alert

## Popup Message

A popup message box displayed on the screen as an identified record is accessed. Used where a message is deemed only to be relevant for a short period. A Popup Message cannot be used for a Scheduled Alert. Enter details for:





- **Message** – to be seen by Recipient, up to 255 characters
- **Duration** – not for SQL Alert
- **Show to all Users** – when setting this option to  True, you do not need to nominate Users or Groups in the Recipient List.

 Use the @ syntax to add specific data into the Alert message, e.g. Court Order for @"NEW\_STUD ID". The field name must be entered exactly as shown in the **Field Selection** list.


Then:

-  **Add Recipient(s)** (if **Show to all Users** is set to  False)


## Alerts Focus

-  **Save**
-  **Activate**
-  **Preview**
- Click  **Run** to execute the Alert


The system will ensure that expired 'popup' Alert messages are regularly deleted from the database. Processed email or workflow Alerts are deleted rather than simply marked as processed

 *Upgrades include instructions to automatically delete all expired messages in the database. Once deleted the system does not retain any record of the message. You may wish to review all popup message Alerts to determine if any expired message are to be retained for future use by setting the Expiry Date to null.*






## Workflow Message

A Workflow Message transmitted to a specified User. Workflow messages appear on the  **Home Page** in a popup box. Used where a message is deemed only to be relevant for a short period. Enter details for:


- **Workflow Name** – name of the Workflow item, up to 255 characters
- **Workflow Message** - details of the message, up to 4000 characters
- Define the **Duration**

 *Use the @ syntax to add specific data into the Alert message, e.g. Court Order for @"NEW\_STUD ID". The field name must be entered exactly as shown in the **Field Selection** list.*

Then:

-  **Add Recipient(s)**
-  **Save**
-  **Activate**
-  **Preview**
- Click  **Run** to execute the Alert

Some **Predefined Alerts** (e.g. Change of Address) appear in the Workflow Messages panel of the Home Page.

 *Upgrades include instructions to automatically delete all expired messages in the database. Once deleted the system does not retain any record of the message. You may wish to review all popup message Alerts to determine if any expired message are to be retained for future use by setting the Expiry Date to null.*

## SOAP Web Service

This option has been temporarily disabled.


## View Trigger SQL

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

***RG\_Administration\_Creating Scheduled Alerts***

***RG\_Administration\_Creating SQL Alerts***

***RG\_Administration\_Creating Trigger Alerts.***

Click on the  **View Trigger SQL** button to view the SQL that will be generated by the Trigger Alert for any of the **Actions**.

This is a view only panel; the SQL cannot be amended.

➔ **Related Topics:**

[SQL \(Trigger Alert\)](#)

[Retrospective Action](#)

## Alert Log

The following reference guides are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

***RG\_Administration\_System Alerts***

***RG\_Administration\_Creating Scheduled Alerts***

***RG\_Administration\_Creating SQL Alerts***

***RG\_Administration\_Creating Trigger Alerts***

***RG\_Common\_Using the Alerts Button.***



The **Alert Log** functionality is available via **Tools | Administration** to enable you to analyse Alert Errors.


**Permissions** to this area are defined as per the Privileges to Users for Alert processing. There are three main functions associated with the Alert Log:

- The display at [Summary](#) level of errors, with the ability to drill down to investigate the error further
- The ability to print the detail
- The ability to remove the Error Log entry.

## Alert Log Summary


Selecting **Tools | Administration | [Alert Log](#)** opens the **Alert Log Summary**, where you can search for Errors using the **Alert Log Enquiry**.

You can  **Search** on **Action Type**, **Description**, and **Log Date From** and **To**. Click on a column to sort in ascending or descending order. To remove a record, highlight the row and click  **Delete**; you will be asked to confirm.

To view the [Alert Error Log Details](#) double-click on the record or highlight and click on  **Open In New Window**.

## Alert Error Log Details



The **Alert Error Log Details** displays the **Sr. No** and information about the **Alert Log Fields: Action Type, Description, Action Outcome, Log Date** and **Action Command**.






Click on the  **Print** button to send to the default printer, to aid diagnostics.

## Alerts Button

The following reference guide is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process:

**RG\_Common\_Using the Alerts Button.**

Alerts can be stored against individual records. Click on the  **Alerts** button, in various areas of the system, to open the  **Alert Messages** dialog. This will allow you to add a **popup Message** each time the record is opened, until the **Expiry Date**, if one has been set.

-  **Add** a new Alert for this Context  
Insert a **Message** (up to 1000 characters)  
Select **Expiry Date** (if required), must be in the future
-  **Edit** allows you to change the selected Alert  
**Message** can be altered  
**Expiry Date** can be entered or removed
- Click  **Remove** to delete the selected Alert
- Click  **Save** to save the new or edited Alert
- You must  **Close** the dialog box to continue.

The Alert will remain on the record until the **Expiry Date**. Click on the  **Alerts** button at any time to **Add** a new Alert, **Edit** or **Remove** existing Alerts.

# 06 | Early Years PKHD

## EY Search for Funded Services

### Search for Funded Services

This page is used to access the details of services that offer NEG funded places. The purpose is to enable payments to be generated to selected services.

This page is opened when **Early Years | Search for Funded Services** is selected from the Focus menu.

Search for the required service using **Service Name**, **Provider Name**, **Provider Postcode**, **Registered** status, **Reference Number** (Ofsted), **DCSF URN**, **Status**, **Funded Status**, **Service Type**, **Payment Band** (*lookup table 1161*) and one or more **Stretched Offers** (*lookup table 1178*).

The minimum search criteria is two characters in the **Service Name** or **Provider Name** field, three characters of a **Postcode** or two digits of the **Ofsted Reference Number**. If two characters are entered in the **Service Name** or **Provider Name** field, the search mechanism returns all records that contain those two characters in the name. The % or \_ can be used as a wildcard.

### Expand or Collapse the Search panel

You may expand or collapse the search panel by clicking the **Collapse** or **Expand** button. The arrows on the button will invert appropriately to the next available action.

This can be set to automatically collapse. Check **Automatically Collapse** from the drop-down to collapse the **Search** panel after every search. To view the search panel again, click the **Expand** button.

Clicking the **Search** button returns a list of all services matching the criteria.

Only services where either the **Registered for Nursery Education Grant/Fund** or **Previously Funded** checkbox has been selected in [Maintain Service Provision | Service Provision Details](#) are displayed.

The number of records retrieved is displayed at the bottom left of the screen.

### Funded Services List

A list of matching funded services is initially displayed in alphabetical order by **Provider Name**. Click on another column heading to change the sort order.

Click the **Open** button to see the [Funded Service Details](#) for the highlighted service, beneath the list. Double-click on a service in the list or click the **Open in New Window** button to open the [Funded Service](#) page in a new window.

 Reference Guide **RG\_EY\_Payments\_Funded Service Search** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.



## EY Funded Service

This page is opened when a funded service is selected from the list on the **Search for Funded Services** page. It enables you to record the hours per week attended by the children at this service.

**Funded Service** details displayed in the title bar are provider name and **Address**, **Service** description and **DCSF URN**.

Click the **Refresh** button to clear any unsaved changes and display the most up-to-date information for this service.


### Payment Period

Select the **Period** for which you wish to record the hours attended. Click the drop-down to list all previous, current and future payment periods. It defaults to the first active period. The **Period Start Date** and **Period End Date** are displayed. These can be changed by clicking on the down arrow and selecting from the calendar. The **Age Calculation Date** is used to calculate a child's age to display on the **Children** panel.

### Interim Hours

This panel is only displayed if the Local Authority is setting interim hours by provider as recorded in **Focus | Early Years Setup | Define Early Years Payment Period**.

If the Local Authority makes the interim payment based on estimated hours per funded provider (and not by child) the **Interim Hours** panel gives the interim hours for each age group at this service. In this case the **Interim Hours** columns will not be displayed in the **Children** panel.

 If the Local Authority makes interim payments by child the **Interim Hours** panel is not displayed, and the **Interim Hours** columns are displayed on the **Children** panel.

### Children

The **Children** panel shows the children that are in attendance and claiming NEG (Nursery Education Grant) at the **Funded Service** for the **Payment Period** selected.

The **Display** filter provides options to display children in a particular age group who are linked to the service for the selected payment period. The default is to show **All 2, 3 and 4 year olds**. You can change this to show different age groups. **Over 4** is used to display deferred children who are still entitled to funding. Each child's date of birth is compared to the **Age Calculation Date** to determine their age in this payment period. The child's **Age** is displayed at the start of each row.

**Surname** is hyperlinked. Hovering the mouse over the child's **Surname** displays the student identifiers.

Select the **Show Rates** checkbox to change the view to display the **Hourly Base Rate**, **SFF Universal** and **SFF Extended**. The **Hourly Rate** is calculated as **Hourly Base Rate** plus **SFF**. The **Extended Hourly Rate** is calculated as **Hourly Base Rate** plus **SFF Extended**. In this view you can edit the **Hourly Base Rate** and **Hourly Rate** and **Extended Hourly Rate** will be automatically re-calculated. **SFF Spot** amounts are displayed.

### Single Funding Formula

If **Show Rates** checkbox is ticked, you can select an SFF (Universal and Extended) for a Child by clicking on  next to the **SFF** field. This will open the **Single Funding Formula Chooser**. Search for a **Formula Code** using a partial code or description. Highlight the required **Formula Code** and click the **Select** button. The selected codes are displayed in the bottom panel. You can select more than one code, then click the **OK** button.

## SFF Spot

SFF Spot payments can be made for a child by clicking on the  button next to the **SFF Spot** field. This will open the **Spot Payments Chooser** (*lookup table 1162*). Search for a **Spot Code** by entering a partial code or description. Highlight the **required Spot Code** and click **Select**. The selected codes are displayed in the bottom panel. Enter an **Amount** for this spot payment (a positive or negative amount). You can select more than one code and enter amounts for each one, then click **OK**.

**Pay Hours Week** can be updated. **Pay Hours Period** is automatically calculated. The **Pay Total Amount** is calculated as  $(\text{Hourly Rate} \times \text{Universal Pay Hours Period}) + (\text{Extended Hourly Rate} \times \text{Extended Pay Hours Period}) + \text{SFF Spot}$ .

Select the **Show Cancelled** checkbox to display those entries where an amendment has been made and a previous entry has been cancelled. The newly added row is displayed above the cancelled line. In this case, the **Period Start Date** and **Period End Date** are displayed. These are the amendment dates for those children with amendments and the period dates for those children without amendments.

If the **Show Apportionments Required** checkbox is selected, only those children that have been identified as requiring apportionment will be shown.

**Show/Hide Columns** button can be used to select which columns in the **Children** panel are displayed. Click this button to open a modal window which lists all of the available columns. Select the checkbox against each column that you wish to view. **Select All** will select all boxes. The **Surname** and **Forename** are always viewable and cannot be hidden. Click **Save** to save your settings. Your Show/Hide settings will be retained next time you logon and view this page.

## Extended Hours Funding

If the child is eligible for 30 hours funding (extended childcare) for one or more days in the selected period, the **Extended Hours Eligibility** check box is automatically selected and the **Eligibility Code**, **Extended Hours Eligibility Start** and **End** dates, and **Extended Hours Grace Period End** date are displayed.

If the child is no longer eligible for extended childcare, but was previously eligible, the **Extended Hours Eligibility** check box is not selected, the **Eligibility Code** is displayed, the **Extended Hours Eligibility Start** and **End** dates and **Grace Period End** date are blank.

Listed below are the other columns that may be displayed or hidden. Click on the **+** to expand the text that describes each column.

## Post Code

The child's correspondence postcode is populated from the postcode value on the child's correspondence address. It will be blank if the child has no correspondence address.

## Parent Declared

The Parental Declaration is a signed confirmation by the parents that the child will be attending the specified Service Provider. A tick indicates that the form has been signed and given to the Service Provider.

## Start Date

The child's **Start Date** at this service is the school history start date and any changes made to this date will also update the School History record (and vice versa). When a child is added to a service, this date will default to the **Period Start Date** (or the system date if there is no **Period Start Date**).

**Note:** If the **Show Cancelled** checkbox is selected, the column heading changes to **Period Start Date**. This displays the start date of the amendment (for children who have amendments) or the **Period Start Date** (for children without amendments).

## End Date

**End Date** is blank unless the child is removed from the service. The child's end date at this service is the school history end date and any changes made to the child's end date will also update the School History record (and vice versa).

**Note:** If the **Show Cancelled** checkbox is selected, the column heading changes to **Period End Date**. This displays the end date of the amendment (for children who have amendments) or the **Period End Date** (for children without amendments).

Adding an end date to a child record will automatically add the same date to the end date used for apportionment calculation, which is visible when **Show Cancelled** is selected. If there are two or more rows, the end date will update the row with a **Period Start Date** before the end date and **Period End Date** after the end date. Any rows with **Period Start Date** occurring after the end date will be deleted.

**Note:** If there is only one row and its **Period Start Date** occurs after the specified end date, the row will not be deleted and a message will be displayed.

## Stretched Offer

A **Stretched Offer** (*lookup table 1178*) can be selected from the drop-down to be recorded for the child for this **Period**. If a child record does not exist for the selected period, the drop-down is disabled.

**Note:** If a stretched offer has been selected and saved for a child at this service, it cannot be removed from the funded service record.

## Previous Period Hours and Previous Period Total Hours

The child's **Previous Period Hours** and **Previous Period Total Hours** are displayed.

## Interim Weeks Period

Defaults to number of interim weeks for the selected period as defined in **Early Years Setup | [Payment Parameters](#)**. It is editable unless an interim payment has already been generated for this term.

## Universal Interim Hours Week

This column can only be selected if the Local Authority makes interim payments by child (as recorded in **Focus | Early Years Setup | [Define Early Years Terms](#)**).

It displays the number of interim hours per week for each child at the selected **Service** for the selected **Period**. It is calculated as **Interim Hours Period** divided by **Interim Weeks Period**. This field is editable unless an interim payment has already been generated for this period. If the interim hours entered exceed the cap specified on the **[Payment Period Definition Detail](#)** screen, they are reduced to the maximum capped value when you click out of the field. If the child is eligible for extended childcare and the payment limits are exceeded, the **Extended Interim Hours Week** are updated with the remaining hours.

## Universal Interim Hours Period

This column can only be selected if the Local Authority makes interim payments by child (as recorded in **Focus | Early Years Setup | [Define Early Years Terms](#)**).

It displays the number of interim hours per period for each child at the selected **Service** for the selected **Period**. This field is calculated as **Interim Weeks Period** multiplied by **Interim Hours Week**. This field is editable unless an interim payment has already been generated for this period. If the interim hours entered exceed the cap specified on the **[Payment Period Definition Detail](#)** screen, they are reduced to the maximum capped value when you click out of the field. If the child is eligible for extended childcare and the payment limits are exceeded, the **Extended Interim Hours Period** are updated with the remaining hours.

## Extended Interim Hours Week

This column can only be selected if the Local Authority makes interim payments by child (as recorded in **Focus | Early Years Setup | [Define Early Years Terms](#)**) and if the **Extended Hours Eligibility** check box is selected (ticked).

It displays the number of extended interim hours per week for each child at the selected **Service** for the selected **Period**. This field is editable unless an interim payment has already been generated for this period. If the interim hours entered exceed the cap specified on the **[Payment Period Definition Detail](#)** screen, they are reduced to the maximum capped value when you click out of the field.

## Extended Interim Hours Period

This column can only be selected if the Local Authority makes interim payments by child (as recorded in **Focus | Early Years Setup | [Define Early Years Terms](#)**) and if the **Extended Hours Eligibility** check box is selected (ticked).

It displays the number of extended interim hours per period for each child at the selected **Service** for the selected **Period**. This field is editable unless an interim payment has already been generated for this period. If the interim hours entered exceed the cap specified on the **[Payment Period Definition Detail](#)** screen, they are reduced to the maximum capped value when you click out of the field.

## Actual Weeks Period

This column displays the actual number of weeks for each child at the selected **Service** for the selected **Period**. It defaults to the value defined in **Early Years Setup | [Payment Parameters](#)**. It is editable unless an actual payment has already been authorised for this period.

## Actual Hours Week

This column displays the number of actual hours per week for each child at the selected **Service** for the selected **Period**. If **Actual Hours Period** is entered, this field is calculated as **Actual Hours Period** divided by **Actual Weeks Period**. It is editable unless an actual payment has already been generated or authorised for this period.

## Actual Hours Period

This column displays the number of actual hours for each child at the selected **Service** for the selected **Period**. If **Actual Hours Week** is entered, this field is calculated as **Actual Weeks Period** multiplied by **Actual Hours Week**. It is editable unless an actual payment has already been generated or authorised for this period.

## Pay Hours Week

This column displays the number of payable hours per week for each child at the selected **Service** for the selected **Period**. It defaults to the value in **Actual Hours Week** and cannot be greater. The field is calculated as **Pay Hours Period** divided by **Actual Weeks Period** and is automatically re-calculated if either value is changed. This field is editable unless an actual payment has already been generated or authorised for this period. It must not exceed the payment limit for the child's age group (based on the age of the child on the **Age Calculation Date**).

**Note:** any payment limits held against the service (entered in [Payment Parameters](#)) take precedence over generic limits entered on the [Payment Period Definition Detail](#) panel.

## Pay Hours Period

This column displays the number of payable hours per period for the child at the selected service for the selected period. It defaults to the value in **Actual Hours Period** and cannot be greater. If **Pay Hours Week** is updated, this field is re-calculated as **Actual Weeks Term** multiplied by **Pay Hours Week**. It is editable unless an actual payment has already been generated or authorised for this period. It must not exceed the payment limit for the child's age group (based on the age of the child on the **Age Calculation Date**).

**Note:** any payment limits held against the service (entered in [Payment Parameters](#)) take precedence over generic limits entered on the [Payment Period Definition Detail](#) panel.

## Pay Total Amount

The total amount to be paid for the child at this service for the selected period. The field is not editable. It is automatically calculated as **(Pay Hours Period x Hourly Rate) + SFF Spot**.

**Hourly Rate** defaults to the rate defined in **Early Years Setup | [Payment Parameters](#)** where it is calculated as Hourly Base Rate plus SFF Amount for the Age Group and Term.

Check the **Show Rates** checkbox to see the Payment rates for individual children and, optionally, update them.

## Universal Yearly Entitlement

The universal annual funding entitlement for a child is currently 570 hours. It can be changed to another value between 0 and 9999. If it is changed, the new value applies to every funding period within the child's funded year.

If the child attends more than one funded service with the same funding period and **Funded Year Start Date**, the **Yearly Entitlement** and **Hours Remaining** are updated for all funded services that they attend.

## Universal Hours Remaining

This field is read-only and displays the number of universal funded hours that a child has remaining in their funding year. This field displays a negative value if the number of paid hours claimed is greater than the existing **Hours Remaining** and **Allow Payments with Negative Amounts** is selected on the [Payment Setup Options](#) page. It takes into account whether the child is attending another funded service within this funded year. A child is currently entitled to 570 universal hours in total for their funding year (their **Universal Yearly Entitlement**). If the child's **Yearly Entitlement** is changed, the **Hours Remaining** is also updated.

**Note:** While you are viewing the child at this funded service, if the **Pay Hours Period** is changed for the same child at a different funded service in their funding year, you are prompted to refresh the page by clicking the **Refresh** button. After refreshing the page, **Universal Hours Remaining** is updated.

This field is displayed as **NE** (Not Eligible) if the child is not eligible for funding in the selected **Payment Period**.

## Universal Unpaid Hours

This field displays the difference between the number of universal hours being claimed and the number being funded. The field is hidden by default. Click the **Show/Hide Columns** button and select the check box adjacent to **Unpaid Hours** to view the field.

It displays a non-zero value if **Cap Payments Negative Hours Remaining** is selected on the **Payment Setup Options** page and a payment greater than the **Hours Remaining** is attempted.

## Extended Yearly Entitlement

This is set to the same value as **Universal Yearly Entitlement**. It is displayed for all children regardless of whether they are eligible for extended hours or not. It can be changed to another value between 0 and 9999. If it is changed, the new value applies to every funding period within the child's funded year.

## Extended Hours Remaining

This field is read-only and displays the number of extended hours that a child has remaining in their funding year. It is displayed for all children regardless of whether they are eligible for extended hours or not.

## Extended Unpaid Hours

This field displays the difference between the number of extended hours being claimed and the number being funded.

## Funded Year Start Date

The **Funded Year Start Date** is the date that the child's funding year starts. It is only displayed for children whose funding year starts on or after 01/09/2012. It is calculated based on their **Date of Birth** and the **Payment Period** dates. A child's funding year begins in the first payment period that the child becomes eligible for funding and is reset at the start of each following 12 month period.

If the child is not eligible for funding for the selected **Payment Period**, this field is blank.

## Apportionment Required

If the child is attending more than one funded service this check box indicates if this child requires apportionment. This checkbox is automatically selected to display a tick if actual amounts entered exceed the payment limits defined in Early Years Setup | [Define Early Years Payment Period](#) or, for the individual funded service, in Early Years Setup | Define [Payment Parameters](#).

## Other Provider/Services

The number of other funded services that the child is registered with. If this is greater than 0 but **Apportionment Required** is not ticked, the **Other Provider/Services** button will be enabled. Clicking this button will display details of all the funded services the child attends.

## Status

The status of the Payment for this Term at this Provider:



GEN1 (an Interim payment has been generated).

AUTH1 (an Interim payment has been authorised).

GEN2 (an Actual payment has been generated).

AUTH2 (an Actual payment has been authorised).

## Memo

The Memo column displays a  **Memo** icon, which when clicked opens a Memo dialog to enter optional additional information for this Child. If a Memo has been recorded the icon will be displayed as 

## TYOF

If the child is eligible for two year-old funding, the **TYOF Eligibility** check box is automatically selected (ticked). If recorded, the **TYOF Effective** date and **TYOF Reference** are displayed.



## EYPP Funding

If the child is eligible for Early Years Pupil Premium, the **EYPP Funding** check box is automatically selected (ticked).

## Disability Access Fund

If the child is eligible for the Disability Access Fund (DAF), the **DAF Eligible** check box is automatically selected (ticked) and the **DAF Approval Date** displays the date that the application was approved. **DAF Status** is set to **GEN** if the payment has been generated and **AUTH** if the payment has been authorised. **DAF Paid On** is the date the payment was made.

## Extended Hours Eligibility

If the child is eligible to receive extended childcare for one or more days in the selected period, the **Extended Hours Eligibility** check box is automatically selected.

**Total Number of Children listed at the Service** is a count of the number of children at the service for the selected period.

**Total Number of Children currently at the Service** is a count of the children who have hours recorded against them for this period, whether interim or actual.

The **Parameters** link gives direct access to the [Payment Parameters](#) for this funded service. Clicking on this link enables you to view and change parameter values for this funded service.

When a child is selected the **Student Details** link is available to view the child's [Person Details](#).

Payments are generated via the route Focus | Early Years | [Generate Payments](#). It is possible to view [Payment Details](#) against an individual funded service using the **Payment Details** Link.

## Adding a Child to a Funded Service

Click the **Add Child** button to display the [EY Child Enquiry](#) dialog. This enables you to add a child manually to a funded service and creates a School History record for the child.

If the child who is added to a funded service is already recorded against a different funded service and the **Yearly Entitlement** differs between the two services, the **Yearly Cap Apportionment** dialog is displayed. This dialog displays the **Student Details** and a **Cap Apportionment** panel with a row for each of their funded services. Change the **Yearly Cap** so that the values for each service are the same. Click the **Save** button to update the child level **Yearly Entitlement** for their funded year and to recalculate their **Hours Remaining**. The service level **Yearly Entitlement** is not affected.

You can remove a child's record from the Children Summary if Status is blank. Highlight the record and click **Remove Child**.


## Adding a New Attendance Line

A child can have multiple attendance lines in a term. If a child's attendance changes during the payment period, a new attendance line can be added. The start and end dates cannot overlap.

Select the child record and click the **Copy Child** button to create a new attendance line. Edit the **Start Date** and **End Date** for the attendance lines so that they do not overlap. Enter the remaining attendance information for the child.

## Amendments


The **Amendment** button is available after final payments have been made for a period at a Provider (indicated by a Status of Auth2). Click on this button to open the [Amendment Dialog](#). This dialog enables a new row to be added. The original row will be updated to **Cancelled**.

 Reference Guide **RG\_EY\_Payments\_Adjustments and Amendments** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Apportionment

The **Apportion** button is enabled after you have saved the record if any apportionment is required. This is indicated by the **Apportionment Required** checkbox being selected (ticked) against one or more children. Click this button to display the [Apportionment](#) dialog.

If the **Apportionment Required** checkbox is not ticked but **Other Provider/Services** is greater than 0, the button will display **Other Provider/Services** and will be enabled. Click this button to display details of other Providers/Services the child attends.


 You are advised to use 'positive' values when entering Payment Limits per Age Group. If 'negative' values are used this will impact the Generation of Payments.

## Daily Hours

The information on this panel relates to the child currently highlighted on the **Children** panel. It is specific to this child for this period.

Enter the actual hours for this child for each day of the week. Hours should be entered for A.M. and P.M. using up to two decimal places. The Sub Totals for both A.M and P.M hours are calculated and displayed. The Total of all A.M. and P.M. hours is calculated and displayed.


Click the **Save** button at the top of the page to save any changes made on this page.

 Reference Guide **RG\_EY\_Payments\_Funded Service Details** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## EY Amendment Dialog

### Amendment


This dialog is opened when the **Amendment** button is clicked on the **Funded Service** page. This button is only enabled when the child's status is AUTH2 (an Actual payment has been authorised). It enables you to change the hours for the child. Details of the **Actual** and **Paid Hours** are displayed. This information is displayed in red and cannot be amended. To add an amendment, click the **Add Row** button. A new line is displayed in black. The **Start** and **End Dates** on the new row default to the **Start** and **End Dates** on the existing row. You can enter new values for **Actual Hours per Period**, **Actual Hours per Week**, **Pay Hours per Period**, **Pay Hours per Week** and **Pay Total Amount**.

 You cannot save an amendment without adding at least one new row. If you try to save without adding a new row, the following message is displayed:

*At least one row is required to save an amendment*

Click the **Save** button to save the amended hours. The payment status of the original payment will display CANC (cancelled) and the newly added row will be shown above it. It is possible to make further amendments to the hours in the grid prior to making an adjustment.

**Hours Remaining** is the number of hours that the child has remaining in their funding year. When an amendment is saved, the new row automatically displays the **Hours Remaining** from the original row. Changes made to **Pay Hours per Period** or **Pay Hours per Week** update the **Hours Remaining** in all rows including the cancelled payment row.

 Reference Guide **RG\_EY\_Payments\_Adjustments and Amendments** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## EY Apportionment Dialog

### Apportionment


This dialog is opened when the **Apportionment** button is clicked on the **Funded Service** page.

The **Student Details** panel displays the **Surname**, **Forename** and **Date of Birth** of the child whose hours require apportionment.

The **Payment Period Details** panel displays the payment limits for the **Period**.

The **Summary Panel** displays the funded services that the child is attending with details of their actual and pay hours. The **Pay Hours Week** and **Pay Hours Period** are bold and highlighted if they exceed the maximum allowed. Update the **Pay Hours Week** or **Pay Hours Period** as required. When the total is less than or equal to the payment limits, the **Save** button is enabled.

Click the **Save** button.

 Reference Guide **RG\_EY\_Payments\_Apportionment** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## EY Provider Payments

### Payment Details


This page enables you to view payment details for an individual funded service. It is displayed when you click on the **Payment Details** link on the **Funded Services** page.

A list of all payments made to the selected funded service is displayed with the most recent payments first. The order can be changed by clicking on any of the column headings. Search parameters of **Year** and **Payment Type** may be entered. Click the **Search** button to display a list of payments matching these criteria. Double-click or highlight one of the payments in the list and click **Open** or **Open in New Window** to display the details in the **Payment Details** panel. If a payment has been generated or authorised, you cannot make any amendments apart from adding a memo. Click the **Memo** button to add a memo against a payment. If a memo already exists, the button displays red and can be clicked to update it. Click the **Save** button to save changes.

Click the **View Pupil Premiums** button to display a list of children who have had their EYPP increased or decreased during the term.


To add a new payment or generate a manual payment, click the **New** button to display the **New Payment** screen. This can be done for both seeded and non-seeded payment types, including a seeded CFA (Carried Forward Adjustment) payment, which can be either a positive or negative amount.

Payments which have been generated but have not been authorised can be deleted. Highlight the payment and click the **Delete** button.

 If an Interim payment has been generated but not authorised and the corresponding actual payment has been generated **and** authorised, neither payment can be deleted. If you attempt to delete a payment that has been authorised, a message will be displayed:

*Payment has been authorised and cannot be deleted.*

## New Payment


 A seeded payment type of MINT (Manual Interim Payment) is available if the **Manual Payments** checkbox is selected against the term definition (**Early Years Setup | Define Early Years Payment Period**). In this case the amount entered is against the funded service for that period and is not broken down by age groups. The amount of MINT payment generated will be subtracted from the grand total rather than by age.

If a seeded payment code is selected, the payment due per group and the overall total are displayed. If the **Manual Payments** checkbox against the period definition (**Early Years Setup | Define Early Years Payment Period**) is checked and an interim payment is selected, the amount fields are enabled (otherwise they are disabled).


**Total (Carried Forward & Manual Interim)** displays the amount of any MINT and CFA (Carried Forward Adjustment) that will be added or subtracted from the **Total Amount**.

You can generate payments for particular age groups by selecting the age group check boxes (not available if payment type is MINT).

Enter the payment details and click the **Save** button to generate the payment.

 If a new Interim Payment is added and there are zero Interim Hours recorded, the message “Amount not valid” will be displayed when you click the **Save** button.

After successfully saving the payment details, the **Authorise** button will be enabled. Click the **Authorise** button and the **Authorised On Date** will be updated to the system date.

 If a MINT payment has been made against a funded service it is not possible to pay an INT payment for the same funded service and period. Similarly if an INT payment has been made, a MINT payment cannot be made for the same service and period.

## Generate EY Payments

The **Generate Payments** page is selected by choosing **Early Years | Generate Payments** from the Focus menu and enables you to generate payments to providers.

It opens with [Payment Run Enquiry](#).

 Reference Guide **RG\_EY\_Payments\_Generating Payments** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

## Payment Run Enquiry

You can search for and view the details of previously generated payments.

Alternatively, click the **New** button to generate new [payments](#).

To search for previous payments, the **Payment Period** must be selected. The **Payment Type** (seeded or non-seeded) can be selected from the drop-down and the age range can be limited by de-selecting one or more check boxes.


Click the **Search** button to display a list of payments meeting the criteria.

Select a payment and click the **Open In New Window** button to open the [Payment Details](#).

## Payment Details

Payment Details is opened when a payment is selected on the [Payment Run Enquiry](#) page. It displays details of payments that have been generated and any errors produced.

The Reports panel shows the available reports.

 All Reports that are relevant to Early Years will be available in the **Early Years** folder; the reports for generating payments must exist in the **Generate Payments** subfolder. There will be three default reports available: *Actual Funding*, *Interim Funding by Children* and *Interim Funding by Setting*. These reports can be amended by each Local Authority to suit their individual requirements.

### Payment Run

This panel shows the options that were selected when this payment was generated and the **Total Payment Amount**.

### Payments

This panel shows the payments generated.

### Payment Breakdown

This panel shows a breakdown of the payment information at a child level. To export the information to a CSV file, click the **Save All Records as CSV** button.

## Generate Payments

This page is opened when you click the **New** button on the [Payment Run Enquiry](#) page. It is used to generate payments to providers, using both seeded and ad-hoc locally defined payment types.

*Note: It is not possible to generate an Actual payment without having first generated an Interim or MINT (Manual Interim) payment. Adjustment payments cannot be generated until an Actual payment has been authorised.*

### Payment Run

Use the drop-down to select the **Payment Period** for the payment. This is the year and term for which payments will be made. Select the **Payment Type** from the drop-down, which may be a seeded or non-seeded payment type. By default, all age ranges will be selected. De-select any age ranges for which payments will not be made by de-selecting the required check boxes. Select a **Pay By Date**. There is a pre-defined Payment Schedule Report. To generate this report when payments are generated, select the **Report Required** checkbox.

*Note To re-generate a payment that has already been generated but not authorised, you must first delete the unauthorised payment. This enables you to select the provider because there is now no generated payment against them.*

### Providers

To select the providers for generating payments, click the **Add** button on the **Providers** panel to display the **Add Providers To Payment Run** dialog. Click the **Search** button to display a list of providers with payments to be generated for the selected **Payment Type**, age groups and **Payment Period**. Select the required providers from the list by clicking the **Select** or **Select All** button. The dialog is closed and the selected providers are listed on the **Providers** panel.

To remove providers prior to generating payments, highlight them and click the **Remove** button.

**Note:** Payments can be generated where children have negative hours remaining. The **Hours Remaining Options**, set up via **Early Years Setup | [Payment Setup Options](#)**, determine whether or not such payments are capped.

If a child is attending more than one funded service, before actual or adjustment payments are made, the payments must be apportioned if either:

- The payment limits, defined via **Early Years Setup | Define Early Years Payment Period | [Payment Period Definition Detail](#)**, are exceeded.
- The child has negative hours remaining and **Cap Payments with Negative Hours Remaining** is selected on the [Payment Setup Options](#) page.

If there are any outstanding apportionments to resolve for any of the children in the selected age ranges at the selected providers, the **Apportion Rqd** field will display **Yes** and the **Generate** button will be disabled. Highlight the provider in the list to display the child records requiring apportionment in the **Apportionments** panel.

## Apportionments

This panel enables you to apportion payments where a child is attending more than one funded service and apportionment is required.

Highlight a record from the **Apportionments** panel, click the **Apportion** button and amend hours as required to resolve the apportionment.

Once all required apportionments have been resolved, the **Generate** button is enabled.

Click the **Generate** button to generate payments.

A summary of the payment run, including payment amounts per age, per provider and the total **Payment Amount** is displayed.

## Authorise EY Payments

### Authorise Payments

The **Payment Authorisation Enquiry** page is selected by choosing **Early Years | Authorise Payments** from the Focus menu and enables you to view payments that have already been authorised and to authorise payments that have been previously generated for NEG funding to providers.


### Payment Authorisation Enquiry

To view payments previously authorised, select the required **Payment Period** from the drop-down. Select the **Payment Type** from the drop-down list, which will contain both seeded and non-seeded payment types. Select the **Authorised On** date.

Click **Search** to display a list of authorised payments meeting the criteria. The list shows the **Payment Period**, **Payment Type**, **Authorised On** and **Total Amount**.

Select one or more payments and click the **Open in New Window** button to open the [Authorisation](#) page.

To authorise a new payment, click the **New** button to open the [Authorisation](#) page.

 Reference Guides **RG\_EY\_Payments\_Authorising Payments** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.



## Authorisation of EY Payments

The **Authorisation** page is used to view payments previously authorised and to authorise payments that have been previously generated.

On the **Authorisation** panel, select the required **Payment Period**. This is the year and term for which payments are to be authorised. Select the **Payment Type** from the drop-down list, which will contain both seeded and non-seeded payment types. Select the **Authorised On** date. After the authorisation criteria have been selected, the **Add** button is enabled on the **Generated Provider Payments** panel.


### Generated Provider Payments

Click the **Add** button to open the **Select Payments to be Authorised** window. Use the browse buttons to limit the search to a particular **Service** or **Provider**. Click the **Search** button to display a list of outstanding payments to be authorised for the selected **Payment Type** and **Payment Period**. To select all of the listed payments, click the **Select All and Apply** button. To select an individual payment, highlight the record in the list and click the **Select** button.

The selected payments are listed on the **Generated Provider Payments** panel. A payment can be removed from this list by highlighting it and clicking the **Remove** button.

To authorise the listed payments, click the **Authorise** button.

A summary of the payments authorised is displayed on the **Authorisation** panel, including the **Total Amount**.

 All reports that are relevant to Early Years are stored in the **Early Years** folder and any reports relating to authorising payments must be in the **Authorise Payments** subfolder. There is a default report available called **Authorisation Report**. This report can be amended by each Local Authority to suit their individual requirements.

## EY Census Return

### Census Return

**Census Return** is selected by choosing **Early Years | Census Return** from the Focus menu. and is used to record information to produce the Statutory Early Years Census Return.

### Early Years Census Enquiry

Enter search parameters and click **Search** to show summary information of Census records that have been set up.

Select a Census record and click **Open In New Window** to see details of the [Early Years Census Return](#).

You can also **Delete** the record.

Click **New** to create a new [Early Years Census Return](#).

## Early Years Census Return

### Census Return Batch Details

The **Census Return Batch Details** page is used to record the required information to produce the Statutory Census Return. The generation process can be run to pre-populate the establishment level information from the data currently held about the funded service. This provides a starting point for the information, which can then be updated.



## Basic Details

**Batch Description** is mandatory.

**Setup Reference Date** is mandatory.

**Output Folder** must be selected. You can click the **Browse Folder** button to locate a folder on your local drive where the Census Returns will be saved.

**Run Date** is automatically populated when the census is generated.

## Providers

This panel enables you to view and update the census information for a provider.

Click the **Add** button to open the [Search for Provider](#) and select the providers that you want to include in the census.

Click the **Save and Populate Services** button to update the **Service for Census** with the default service used for the census.

If required, highlight a provider in the list and click the **Service and Details** button to display the **Census Details** page and select a different **Service for Census** from the drop-down. Click the **Save** button.

Click the **Generate** button to pre-populate the establishment level information, generate the return and put the details onto the application server. A message is displayed on **My Workflow Messages** when the census has been generated. Click the link on the message to display the **Census Return Batch Details** page.

To view the **Census Details**, highlight a provider in the list and click the **Service and Details** button. If required, select the **Edit/Edited Establishment Details** button to update the information. Click the **Save** button.

After updating the information, click the **Generate** button to regenerate the census.

After successfully generating the return, click the **Validate** button to validate the information against the DfE schema. The **Run Date** is updated and the list of providers in the **Providers** panel is updated with the **ReturnId** and **ServerPath**.

Click the **Retrieve** button to save the file to the output folder on your local drive.

## Error Log

The **Error Log** will show any error messages that have been generated.

The **Provider Name** and **Description** of the error are displayed. Click **Details** to view further details about the error.

## Generate Bank Slips

This page allows you to generate Bank Slips for the Income record(s) recorded for the Providers(s). **Note:** They must have had Receipt Details defined for them.

### Bank Slip Batch Enquiry

On the **Income Bank Slips Batch Enquiry** panel you can enter search criteria and click **Search** to display a list of Income records that do not have a Bank Slip No or Slip Date.

Select and click **Open in New Window** to open the [Bank Slip Batch Details](#) page.

Click **New** to open the **Bank Slip Batch Details** page.

## Bank Slip Batch Details

**Bank Slip No** and **Bank Slip Date** are mandatory.

You can select the required **Report Type** from the **Quick Reports** panel.

### Incomes

Information on this panel is derived from the Receipt Details area of the [Income](#) record defined for the Provider.

## Generate Income Receipts

This option allows you to generate and print Receipts for any Income Records defined for the Provider(s).

All providers are listed by default as long as they have Receipt Details defined for them.

### Income Receipts Batch Enquiry

On the **Income Receipts Batch Enquiry** panel you can enter search criteria and click **Search** to display a list of Income records that have not had Receipts printed for them.

Select and click **Open in New Window** to open the [Batch Income Receipts Details](#) page.

Click **New** to open a blank Batch Income Receipts Details page.

## Batch Income Receipts Details

Information on this panel is derived from the Receipt Details area of the [Income](#) record defined for the Provider.

## Search Service Provision

### Service Provision Enquiry

This page is opened when you select **Search Service Provision** from the **Focus | Early Years** menu to maintain the details of the service and associated information.

You must enter at least one of the following:

- Minimum 2 characters of the **Provider Name** (or enter the wildcard ‘%%’)
- Minimum 2 characters of the **Service Name** (or enter the wildcard ‘%%’)
- Minimum 3 characters of the **Service Postcode**
- Minimum 2 characters of the **DCSF URN**
- Minimum 2 characters of the **Reference Number** (Ofsted Reference Number)
- A **Service Type Description** selected from the drop-down.

**Service Coverage** provides a drop-down list enabling you apply a further filter. This can be set to **All** (default), **Authority-wide** or **Not Authority-wide**. The Authority-wide flag is set on the **Service Provision Details** panel of the **Maintain Service Provision** screen.

**Service Postcode**, **Reference Number** and **DCSF URN** can be entered. **Status**, **Funded Status**, **Locality**, **Area**, **Ward** and **FID Type** can be selected from the adjacent drop-downs.

**Payment Band** can be selected from the lookup (*table 116*). **Stretched Offer** can be selected from the lookup (*table 1178*).

Following a successful search a list of service provisions will be shown, displaying **Provider Name**, **Service Name**, **Service Type Description**, **Service Address**, **Reference Number**, **DCSF URN**, **Locality**, **Area**, **Ward** and **FID Type** (ECD or FSD).

To view or edit details of an existing service provision, select a record in the list and click the **Open** or **Open In New Window** button. The service provision will be displayed on the **Maintain Service Provision** page.

A **Delete** button is available. The service provision cannot be deleted if either:

- payments are linked to the service provision
- There is a live registration record or
- There is an income schedule associated.

Add a new service provision by clicking the **New** button and adding details on the [Maintain Service Provision](#) page.

## Maintain Service Provision

This page is opened when you choose to open the details for a Service Provision or add a new Service Provision from [Maintain Provider](#) (Provider Services panel) or [Search Service Provision](#).

The first panel contains the main [Service Provision Details](#). Further information is recorded on the [other panels](#).

Clicking the **Set ACL** button opens the [Access Control List](#) dialog allowing you to define access levels to data for individual **Users** or users in a specific **Post** or **Group**.

Clicking the **Data Panels** button opens the [View/Hide Data Panels](#) dialog. The purpose of this dialog is to give you the option to hide panels (via Groups) which are infrequently used. It is not a security measure as data is delivered to the panel and not restricted.

Clicking the **Alerts** button opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are displayed when the person record is opened.

Clicking the **SQL Mail Merge** button opens the [SQL Mail Merge](#) dialog for the current record, showing the name of the person logged on and the area where the Mail Merge is being created.

Clicking the **UDF Manager** button opens the **UDF Manager** dialog for the current entity. It displays the **Entity Selector** and **Design** and **Preview** tabs.

**UDF Management** can also be found in Tools | Administration.

Subject to the Permissions granted in Tools | Permissions, the Links panel provides links to:

- [Availability and Capacity](#)
- **Communication Log**
- [Complaints](#)
- [Job Vacancies](#)
- [Monitoring](#)
- [Service Charges](#)

## Service Provision Details

The main details for the Service Provision are presented on this panel.

### Service Name

This is a mandatory field that is used for the Service description.

### Service Type Description

Service Type Description is mandatory. It is selected from the lookup **Table Id 0423** (Children Act Registration) which is used to categorise Registrations. It is also available here to enable Services that do not require Registration to be categorised.

### Service ID

This is automatically created when a new service provision is added. It cannot be amended.

### FID Type

This is mandatory and will default to either ECD or FSD depending on the Service Type selected. It can be amended.

### Authority-wide


The Authority-wide flag is used to indicate that a service is accessible without any geographical restrictions, such as a telephone help line. It is set to false (cross) by default but may be changed to true (ticked) and back to false at any time.

When searching for services in the Enquiries screen, this flag can be used to filter.

### Provider Name

The Provider Name for this Service Provision. When adding a new Service Provision, click on **Select** to open [Search for Provider](#).

For an existing Service Provision, you can click **Detail** to open [Maintain Provider](#)

 Any changes made to the Provider Name or Address on the Maintain Provider screen will not be reflected in the Maintain Service Provision screen until it has been closed and reopened.

### CRB Policy

This tri-state check box defaults to No (crossed) to indicate that the Service does not have a CRB Policy in place. It can be amended.

## Address

**Same as Provider Address** is a dual-state check box that defaults to Yes (ticked) and the Service Address will default to the Provider's address. If the Service takes place at a different address, you should change the check box to No (crossed) and record the Service Address using the Address Manager.

## Start Date and End Date

The **Start Date** for this Service is mandatory and defaults to the provider's start Date. It can be amended but cannot be earlier than the provider's Start Date.

The **End Date** for this Service will default to the Provider's Closure Date (if applicable). It can be amended but cannot be later than the Provider's Closure Date.

## Registered for Nursery Education Grant/Fund

This tri-state check box defaults to display a tick. Any service with this field ticked will be available via the **Search for Funded Services** route, which allows you to access just those services that offer Nursery Education Grant (NEG) funded places.

## Previously Funded

This check box is read-only and defaults to display a cross (✖) when creating a new service. It will display a tick (✓) if the service has been funded at some point in the past, even if it is not currently funded. If the **Registered for Nursery Education Grant/Fund** check box displays a tick, the **Previously Funded** check box will also display a tick. Any service displaying a tick in this check box will be available via the **Search for Funded Services** route, which enables you to access those services that offer or have previously offered NEG funded places.

## Offers Extended Childcare

This check box is used to control whether or not services are able to claim extended hours funding. The check box either displays a tick or a cross. If the check box displays a tick, information can be entered in the extended hours columns on the **Funded Service** screen. If the check box displays a cross, the extended hours columns are not displayed on the **Funded Service** screen.

## Extended Offer Ceases From

If the **Offers Extended Childcare** check box is updated to display a cross, this is the term (period) from when the extended offer ceases.

## OFSTED Provision Type

The Ofsted provision type. It is not mandatory and has no default value but a value can be selected.

## FISID

Family Information Service ID.

## Contact Details

The Telephone Number, Fax Number, Email Address and Website for the Service Provision can be stored.

## Other Information

A free text field to store additional information about this Service.

## Other Service Provision Panels

### Registration History panel

The Registration History can be recorded against an individual Service Provision.

Click **Add** or **Edit** to open [Maintain Service Registration](#).

### Consent to Share Information panel

The Consent to Share Information panel allows a Provider's wish to share information about a Service to FID or on a local internet to be recorded.

**Ofsted Consent Withheld** and **Ofsted Special Considerations** are display only fields provided by Ofsted as part of the Ofsted import.

**Publish on Local Internet** is a tri-state check box that defaults to blank (a value has not been recorded) and can be checked (true) or crossed (false) to indicate whether or not a Provider consents to share information about the Service locally.

**Base/Person Active Status** is a check box that shows whether the record (Base or Person) linked to the Provider is Active (checked) or Inactive (crossed). If it is inactive the Publish to FID check box will be set to false (crossed) and cannot be changed.

**Publish to FID** is a tri-state check box that defaults to blank (not supplied) unless either:

- **Base/Person Active Status** is crossed
- **Ofsted Consent Withheld** is 'T' or
- **Ofsted Special Consideration** is one of : **WREF** (Woman's Refuge), **ANON** (Anonymity Requested) or **MOD** (Ministry of Defence).

*If any of these applies, this check box defaults to false (a cross) and cannot be changed. Otherwise it can be changed and, if it is checked, the **Service Provision details** will be sent to the FID queue ready to be sent in the next extract to the FID aggregator. If it is blank or false the Service Provision details will not be sent to the FID aggregator.*

The **Publish to FID Date Changed** displays the date this flag was last changed. The **Non-Consent Reason** will be enabled if the **Publish to FID** is false (cross). This is a lookup (Table id 1116).

**Provider Signature Received** is a tri-state check box that defaults to blank (a value has not been recorded) and can be checked if the Providers signature has been received by the Local Authority to declare that they consent to share information.

**Non-Consent Notes** is a free-text field to record extra notes to support the Providers reason for not consenting to share information to FID. It is only available if **Publish to FID** is false.

FID data can be sent to two locations (Owner1 and Owner2). Four date fields display the date the Service Provider's record was last sent to FID for Owner1 and Owner2 in **ECD** and/or **FSD** extracts. They are display only and cannot be amended.

**Publish Telephone Numbers**, **Publish Address** and **Publish Cost Information** are tri-state check boxes that indicate the Service Provider's consent to publish this information or not.

**In Writing** and **Mailouts** are tri-state check boxes that indicate the Service Provider's consent to give information about this Service via these means or not.

## Service Public Contact

The **Service Public Contact** panel is used set up the Contact Details to be sent to FID (PKHD) for the Service Provision. Only one Public Contact can be recorded. To add a Contact, click **Add** to open the Contact Roles Link Enquiry. Enter search criteria and click **Search** to get a list of matching Contacts. You can highlight a Contact and click **Person Details** to open the [Person Details](#) for this Contact or **Select** to select the Contact.

To remove the Public Contact, highlight the record and click **Remove**. To view the **Person Details**, highlight the record and click **Details**.

**Contact Publishing** is used to specify the information (if any) to be sent to FID to be published and to be sent out to an Enquirer who enquires about Childcare Provision. The selected Contact's Work Telephone Number, Email Address and Address are displayed with check boxes. Address is defaulted according to the default Address Type set up in [FID Configuration Details](#). All addresses for the Contact are listed beneath and you can select an alternative address if required by ticking the adjacent Publish check box. Tick the individual **Publish** check box(es) to send this information or tick **Publish All** to check all boxes.

## Service Private Contacts

One or more Private Contacts can be recorded for the Service. To add a Contact, click **Add** to open the Contact Roles Link Enquiry. Enter search criteria and click **Search** to get a list of matching Contacts. You can highlight a Contact and click **Person Details** to open the [Person Details](#) for this Contact or **Select** to select the Contact. A Start and End Date can be recorded by clicking the down-arrow in each field to select a date from the drop-down calendar.

To remove a Private Contact, highlight the record and click **Remove**. To view the **Person Details**, highlight the record and click **Details**.

## Vocabulary

The **Vocabulary** panel displays the Vocabulary terms that were selected on the [Vocabulary](#) page as being relevant to Early Years providers.

To search for specific terms, enter some text in the box eg. 'travel' and click **Search**. All terms containing this text will be highlighted and you can use **Search Previous** and **Search Next** to go through them.



The default is to **Show Provider Terms** and only show those terms selected for this Provider. Click **Show All Terms** to see a full list of available terms.

## Keywords

The **Keywords** panel allows you to select local keyword terms to be associated with a Service Provision.

New Keywords can be selected by clicking on **Add** to open the lookup. Keywords are stored in lookup *Table 1115*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**.

## Funding Details

This panel is used to record one or more payment bands and to record stretched offer details for a service provision.

A **Payment Band** is added by clicking the **Add** button to select from lookup *table 1161*. New payment bands are added with a status of **Active**. To remove a payment band, highlight it and click the **Remove** button.

A **Stretched Offer** is added by clicking the **Add** button to select from lookup *table 1178*. New stretched offers are added with a status of **Active**. To remove a stretched offer, highlight it and click the **Remove** button.

## The remaining panels:

The information is associated to the Service Provision and not the Provider directly. This allows for different information to be recorded for each Service Provision. The Facility, Diet, Language and Special Needs lookup codes are editable.

- Eligibility Details
- Referral Details
- Facility
- Special Provisions
- Travel Information (including School Pickups information)
- Award Information
- PPAYP Categories
- Area Covered
- Access Channels
- Leisure Card
- Staff Information - click **Add** or **Edit** to open **Maintain Staff for Service**. Click **Details** to open [Staff Details](#).

## Maintain Service Registration

A summary of all Registrations recorded for the selected Service is displayed.

**Registration Details** are:

### Application Information

**Initial Contact Date** defaults to the date when the Registration record is added. It can be changed but must be less than or equal to Info Pack Date.

**Info Pack Date** defaults to the date when the Registration is added. It can be changed but must be greater than or equal to the Initial Contact Date.

**Intro Meeting Date** must be greater than or equal to the Initial Contact Date and the Info Pack Date. It can be less than the Application Date and can be greater than the Registration Start Date.

**Application Date** must be greater than or equal to the Initial Contact Date and Info Pack Date.

**Application Status** is stored on lookup *Table 0717*.

**Application Type** Is stored on lookup *Table 0716*.

### Registration Information

Only one Registration record for a Service Provision can be defined with a Start Date, with no End Date or an End Date in the future. It is however possible to create additional Registration records for the Service Provision with no Start Date.

**Registration Start Date** must be greater than or equal to Initial Contact Date, Info Pack Date and Application Date.

**Registration End Date** must be greater than or equal to Registration Start Date.

**Certificate Date.**

**Certificate Number** is mandatory if a Registration Start Date has been entered.

**Reference Number** - click on the lookup to link the Registration record to an imported Ofsted record.

**Registration Type**- lookup *Table 0423*.

**Registration Status** - lookup *Table 0718*.

**Early Years Register** defaults to 'False' but can be ticked to indicate the Service Provision has been registered.

**Compulsory Childcare Register** defaults to 'False' but can be ticked to indicate that the Service Provision has been registered.

**Voluntary Childcare Register** defaults to 'False' but can be ticked to indicate that the Service Provision has been registered.

**Daycare Type** - lookup *Table 0732*.

**Sector** - lookup *Table 0720*.

**Ownership Type** - lookup *Table 0719*.

### Location Information

**Area** - lookup *Table 0471*. Mandatory if Registration Start Date is entered.

**Locality** -lookup *Table 0470*.

**Ward** - lookup *Table 0802*.

**District** - lookup *Table 0801*.

### Additional Information

**Amendment Reason** - lookup *Table 0481*.

**Create Income Schedule Link** - if an Income Schedule record has not been linked to the Registration Details and you wish to create an Income Schedule record when saving the Registration Details, this check box should be set to 'True' (checked).

A **Memo** can be recorded against each registration.

Click **OK** to save Service Registration Details.

## Service Cost Details

Service Cost Details is accessed from the Services | Service Provider Links focus by clicking on the Service Charges link. It is used to record all cost information against a Service.

### Service Charges

In the Service Charges panel, to define a new Service Charge, click **Add** to open the Service Charge Details window. In this window, select an Age Range using the Age Range Enquiry. You can also add a new Age Range here by clicking **New**. Define the charges made for this Age Range and click **Save**.

To update a Service Charge, highlight it and click **Edit** to open the Service Charge Details, make the required changes and click **Save**.

To delete a Service Charge, highlight it and click **Remove**.

### Cost Details

In this panel store other Cost information for this Service such as Contact Service for Costs check box, Sibling Discount check box and other optional free text information.

Click **Save** at the top of the page to save Service Cost Details.

 Reference Guide **RG\_Service Provision\_Service Charges** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

## EY Child Enquiry

This dialog is opened when the **Add Child** button is clicked in the **Children** panel of **Funded Service Details**. It allows you to search for a child record to add the details to a Funded Provider.

### Child Enquiry

Child Enquiry will default to search for Eligible Children.

 Eligibility Dates are defined in Early Years Setup | [Define Early Years Terms](#).

**Include Underage** defaults to unchecked but may be checked.

The **Active** check box defaults to blank so that both active and inactive records will be returned by the search. Select the Active check box to only retrieve active records.

Clicking **Search** will return a list of all children matching the criteria. A message is displayed at the bottom left with how many records were retrieved. To perform a new search click the **Expand** button to expand the **Child Enquiry** panel, if this has been set to Automatically Collapse.

By default, the first child in the list will be highlighted. The **Providers** panel gives a list of providers this child is currently attending and the terms that they are attending that provider in the year . Highlight another child in the list to display the provider information currently associated with that child.

Link to **Student Details** by clicking the link from the child's **Family Name**.

Link to **Person Details** by clicking the link from the child's **Person ID**.

## Using Keyboard Navigation in the Search Results

Standard keyboard navigation can be used in the Child Enquiry search results:

Keyboard Shortcut	Action
Up arrow or Shift + Carriage Return	Navigates to row above
Down arrow or Carriage Return	Navigates to row below
Right arrow or Tab	Navigates to next cell within the row
Left arrow or Shift + Tab	Navigates to previous cell within a row
Space bar	Activates links or selects check box
Alt + F4	Closes a window opened from a link on this screen (e.g. Person Details)
Alt + N	Launches the New Child window
Alt + S	Searches
Alt + C	Clears all search fields
Alt + A	Selects all items
Alt + E	Moves all selected rows to the <b>Selected Children</b> panel

## Expand or Collapse the Child Enquiry panel

You may expand or collapse the **Child Enquiry** panel by clicking the **Expand** button. The arrows on the icon will invert appropriate to the next available action


This may be set to Automatically Collapse. Check Automatically Collapse from the drop-down to collapse the panel after every search. To view the search panel again click on **Expand**.

To select one or more children to associate with the provider, select the adjacent check box and then click the **Select** button. Select all children by clicking the **Select All** button. Clear all selections by clicking the **Clear All** button. Selected children will be listed in the **Selected Children** panel. Children can be removed from the **Selected Children** panel by highlighting and clicking the **Remove** button.

Click the **Apply** button to add the selected children to this funded service.

Adding a child to this funded service will create a new School History record with a **Start Date** of the period start date and a blank **End Date**. Registered flag and registration type will be set as follows:

- If there are no School History records for the child, the new record will be created with a registered flag of **True** and a registration type of **Main Reg. Base no dual**.
- If there is at least one School History record for the child, the new School History record will be created for the provider's base with a registered flag of **False** and a registration type of **Other**.

 Reference Guide **RG\_EY\_Payments\_Funded Service\_Adding Children** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Search for EY Provider


### Search for Childcare Provider (Post Migration)

**Note:** Before migration the [Search for Provider](#) page is used to view Provider Details that have not been migrated to v4.

After migration this page is opened when the Search for Provider Focus is selected from the Focus menu. It is also opened from the Service Provision Details page. It allows you to search for and select a Provider record from the **One** database.

Search for a Provider by entering the Provider Name, Postcode, DCSF URN and Status. The minimum search criteria must be either 2 characters in the **Provider Name** field, 3 characters of a **Postcode** or 2 digits of the **DCSF (DfE) URN**.



### Expand or Collapse Search Panel

You may expand or collapse the Search panel by clicking the  button. The arrows on the button will invert appropriate to the next available action

This may be set to Automatically Collapse. Check Automatically Collapse from the drop-down to collapse the Search panel after every search. To view the search panel again click on Expand.

Clicking **Search** will return a list of all Providers matching the criteria. A message is displayed at the bottom left with how many records were retrieved. To perform a new search you will need to Expand the Search for Provider panel if this has been set to Automatically Collapse.

A list of matching Providers is initially displayed in alphabetical order by Provider Name. Click on another column heading to change the sort order.


Use  and  buttons to scroll through the list.

Click on **New** to create a new Provider record using the [Maintain Provider](#) page.

Highlight a record in the list and click **Remove** to delete it or **Open** to update the Provider details. The Provider cannot be deleted if it has a Service Provision with either:

- Payments linked to the Service Provision
- There is a live Registration record
- There is an Income Schedule associated

Double clicking on an item in the list or clicking **Open in New Window** will open the [Maintain Provider](#) page.

 Reference Guide **RG\_EY\_Search for Provider** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.



## Maintain Provider



This page is used to create or update a provider's information. The page is displayed as a series of panels, each panel representing a component of a provider's record.

The first panel is the **Basic Details** of the Provider. If the Provider has an Entity Type of **Person** the next two panels relate to **Household Members** and **Childminder Network**, otherwise these two panels are not displayed.

Click the **Save** button to save the provider's details.

### Scrolling and selecting the panels

The page is scrollable and each panel is represented by a hyperlinked tab at the top of the form, making it easy to select the panel you wish to see. To display tabs not initially visible, use the  **Previous** or **Next** buttons. Alternatively, a box is available (next to the  **Wizard** icon) with a drop-down listing all of the panels that can be selected.

Alternatively, click the  Wizard icon and use the  **Previous** or **Next** buttons to show one panel at a time.

### Basic Details

The Basic Details panel is used to record:

- **Provider Name.**
- **Entity Type (Base, Person or Establishment).** If **Entity Type** is **Base**, you can change this by clicking **Revise**. The **Entity Type** is initially changed to **None**. Use the drop-down to select either **Person** or **Establishment** and then choose a new **Provider Entity** (a person or an establishment).  
**Note:** this will not change the Linked Base record.
- **Provider ID** is automatically generated when the provider is saved.
- **Base URN** is the URN of the linked base if **Entity Type** is **Base**.
- **Provider Entity** - clicking on **Detail** will open either the **Base Definition**, **Person Details** or **Maintain Establishment** page depending on the value of **Entity Type**.
- **Linked Base** is created automatically when a new provider is added and saved. It cannot be updated, but you can view the **Linked Base Details** by clicking on the **Detail** link.
- **Address**, **Email Address** and **Website Address** are read-only unless **Entity Type** is **Person**, when a **Website** address can be entered.
- **Telephone** and **Fax** numbers.
- **Opening Date**, **Closing Date** and **Closure Reason** (*Lookup Table 0424*).
- **Creditor Reference Number** (editable unless an **Umbrella Organisation** is selected).
- **Insurer**, **Parent Provider** and **Premises Type**.

## Household Members (Childminders)

This panel is only displayed for Providers who have an Entity Type of Person. It lists the household members, their relationship to the person and whether or not they have a current Police Check.

Buttons are provided to **Add** a new Household member, **Edit** or **Remove** a member from the list.

Details recorded are:

- Memo
- Relationship (mandatory)
- Name (mandatory). Click **Select** to select a person using [Person Enquiry](#).
- Police Check Date
- Date of Birth (only if Relationship= S)
- Registered Base (only if Relationship = S).

Click **Save** to save the details of this Household member.

## Childminder Network

If the provider is a childminder (**Entity Type** is **Person**), this panel lists other childminders in the same network i.e. who have the same URN in their linked Bases. The **Childminder Coordinator** should be checked for the provider who is the coordinator for the Childminder Network.

## Provider Contacts

This panel lists the Contacts of the Provider showing their Name, Role, Start and End Dates.

To add a new Contact. Click on **Add** to open the Contact Roles Link Enquiry. Enter information into any of the search fields on the Contact Role Link panel. Then click **Search** to get a list of matching Contact Roles from which to **Select** a Provider Contact. A Start and End Date can be selected using the drop-down calendar.

Highlight and click **Remove** to delete a Provider Contact or click **Details** to see the full [Person Details](#).

## Provider Organisation

This panel displays the details of the Provider's Umbrella Organisation. Information on this panel is optional.

To select a new organisation, click on the **Select** icon to open the **Search for Umbrella Organisation** window. On this window click **Search** to display a list. Double clicking on an **Umbrella Organisation** in the list or clicking **Open in New Window** will open the details page for this Umbrella Organisation.

Highlight a record in the list and click **Select** to select the record and return to the **Maintain Provider** page with the **Provider Organisation** panel updated with these details.



If no Umbrella Organisation has been selected the **Creditor Reference Number** field in the **Provider Basic Details** panel will be editable. If an Umbrella Organisation has been selected this field becomes view only.

Click **New** to create a new Umbrella Organisation and enter the required information on the **New Umbrella Organisation** window.

The **Bank Sort Code**, **Bank Account Name** and **Number** are required for payments.

A unique **Creditor Reference Number** should be entered.

Two date fields which should be completed - these are the **End Date** of the Organisation's Insurance and the date on which Accounts were last validated.

**Payee Address** can be selected using the **Address Enquiry**.

On the **Providers** panel, click **Add** to open the Search for Provider screen.

When you have completed the new Umbrella Organisation information, click **Save** to save the details.

## Staff

This panel displays details of the staff employed at the provider. A new member of staff can be added by clicking the **Add** button to open the [Staff Enquiry](#) dialog to **Search** for and **Select** a new member of staff.

The Staff Details can be viewed by highlighting and clicking on the **Details** icon.

The Staff area for Early Years is accessed from **Focus** | [Staff](#). This is where staff must be added before they can be selected for this provider.


## Provider Services

This panel displays the services currently provided by this provider. A service can be added, edited or removed. To see the **Service Provision Details**, such as whether they are registered for Nursery Education Grant, highlight a service and click **Details** to open [Maintain Service Provision](#) Also **Add** a new service using [Maintain Service Provision](#).

The Links panel provides links to:

- **Communication Log**
- [Complaints](#)
- [Income](#)
- [Job Vacancies](#)
- [Links](#)
- [Monitoring](#)
- [Provider Census](#)

In addition, the link to Reports provides a v3 Contact Log report which will list v3 Contact Log records for this Provider if any exist.

 Reference Guide **RG\_EY\_Maintain Provider** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

## Manage Establishment

### Establishment Enquiry

**Focus | Early Years | Manage EY Establishment** is used to view a list of existing establishments and add new establishments. Click the **New** button to add a new establishment. To search enter at least 1 character of the **Establishment Name** and click the **Search** button. A list of matching establishments is displayed. Highlight an establishment in the list and click the **Open in New Window** button. The [Maintain Establishment](#) page is displayed.

## Maintain Establishment


### Establishment Details

Details of the establishment that are recorded are Establishment Name, LA, Email, Website and Address.

Click **Save** to save your changes.

## EY Search for Provider

### Search for Provider


 To view Provider Details that have **not** been migrated to v4.

Before migration this page is opened when the Early Years | Search for Provider Focus is selected from the Focus menu. It allows you to search for and select a Provider record from the **One** database.

The search fields are Provider Name, Postcode, Registered (or Unregistered), Ofsted Reference Number, Service and Status.

The minimum search criteria must be either 2 characters in the **Provider Name** field, 3 characters of a **Postcode** or 2 digits of the **Reference Number**. If 2 characters are entered in the **Provider Name** field, the search mechanism will return all records which contain those 2 characters at the beginning of any name recorded for a Provider, eg entering **lo** will return records such as **Louise Smith** or **Brickhill Lower School**.

### Expand or Collapse the Search panel



You may expand or collapse the Search panel by clicking the  button. The arrows on the button will invert appropriate to the next available action

This may be set to Automatically Collapse. Check Automatically Collapse from the drop-down to collapse the Search panel after every search. To view the search panel again click on Expand.

Clicking **Search** will return a list of all Providers matching the criteria. A message is displayed at the bottom left with how many records were retrieved. To perform a new search you will need to Expand the Search for Provider panel if this has been set to Automatically Collapse.

A list of matching Providers is initially displayed in alphabetical order by Provider Name. Click on another column heading to change the sort order.


Click on a record in the list and, if this Provider has been mapped to the imported Ofsted Data, a link will be available to the [Ofsted Details](#).



Double clicking on an item in the list or clicking **Open in New Window** will open the [Provider Details](#) page in a scrollable window. Use  and  buttons to open the details of the previous or next record.




## EY Provider Details

### Provider Details


The **Provider Details** page is opened by selecting a Provider from the **Search for Provider** page. The page is displayed as a series of panels, each panel representing a component of a Provider's record.

 *Before migration these are the additional details needed to support FID that are not currently available in One v3. This additional information comes from the Ofsted import, iChIS import, ECD and FSD*

The page is scrollable and each panel is represented by a hyperlinked tab at the top of the form, making it easy to select the panel you wish to see. To display tabs not initially visible, use the   **Previous** or **Next** buttons. Alternatively, a box is available (next to the **Wizard** icon) with a drop-down listing all of the panels that can be selected.

Alternatively, click the  Wizard icon and use the   **Previous** or **Next** buttons to show one panel at a time.

Click on **Save** to save the Provider Details.

A Memo can be stored by clicking on  **Memo**.

Click on [Set ACL](#) to update the Access Control List Definition.

Click on **Data Panels** to View/Hide Data panels.

The **Links** panel provides a link to [Ofsted Details](#) if these have been matched.

### Provider Details

The **Provider Details** panel shows the Provider Name and Provider Address.

The following read-only fields are from the imported files:

- **CISID**
- **External ID**
- **Supplier**

**Other Information** and **Other Cost Information** are free text fields that can be used to describe any other relevant details relating to this Provider.

Checkboxes providing further details about this Provider are initially set according to the imported data but can be updated to indicate:

- **Contact Provider for Cost Details**
- **Mailouts** are sent from this Provider
- **Exempt from Registration**
- **Registered for Nursery Education Grant/Fund**
- **CRB Policy** in place.

**Organisation Type** and **Provider Type** can be updated by selecting from the drop-down.

## Registration Details

The **Registration Details** panel allows you to **Search** against the Ofsted data that has been imported. The **Reference Number** is the link between the Provider Details and the Ofsted Data which are held separately in the **One** database. If the Provider Details have already been matched to the Ofsted Data, a link to the [Ofsted Details](#) will be shown in the Links panel.

If no link to **Ofsted Details** is shown in the Links panel this means that the Provider Details have not been matched to the Ofsted data. You can search the Ofsted Data to find a matching record by using the browse next to the **Reference Number** to open the [Search for Ofsted](#) window.

## Consent to Share Information

The Consent to Share Information panel allows a Provider's wish to share information to FID or on a local internet to be recorded.

**Ofsted Consent Withheld** and **Ofsted Special Considerations** are display only fields provided by Ofsted as part of the Ofsted import.

**Base/Person/Establishment Active Status** is a checkbox that shows whether the record (Base, Person or Establishment) linked to the Provider is Active (checked) or Inactive (crossed). If it is inactive the Publish to FID checkbox will be set to false (crossed) and cannot be changed.

**Provider Signature Received** is a tri-state checkbox that defaults to blank (a value has not been recorded) and can be checked if the Providers signature has been received by the Local Authority to declare they consent to share information.

**Publish to FID** is a tri-state checkbox that defaults to blank (not supplied) unless either:

- **Ofsted Consent Withheld** is 'T'.
- **Ofsted Special Consideration** is one of: **WREF** (Woman's Refuge), **ANON** (Anonymity Requested) or **MOD** (Ministry of Defence).
- **Base/Person/Establishment Active Status** is crossed (Inactive).

If any of these applies, this checkbox defaults to false (a cross) and cannot be changed (a message will be displayed to indicate the reason). Otherwise it can be changed and, if it is checked, the Provider details will be sent to the FID queue ready to be sent in the next extract to the FID aggregator. If it is blank or false the Provider details will not be sent to the FID aggregator.

The **Publish to FID Date Changed** displays the date this flag was last changed. The **Non-Consent Reason** will be enabled if the **Publish to FID** is false (cross). This is a lookup (Table id 1116). **Non-Consent Notes** is a free-text field to record extra notes to support the Providers reason for not consenting to share information to FID. It is only available if **Publish to FID** is false.

**Publish on Local Internet** is a tri-state checkbox that defaults to blank (a value has not been recorded) and can be checked (true) or crossed (false) to indicate whether or not a Provider consents to share information locally.

Two date fields display the date the Provider's record was last sent to FID in **ECD** and/or **FSD** extracts. They are display only and cannot be amended.

## Vocabulary List

The **Vocabulary List** panel displays the Vocabulary terms that were selected on the [Vocabulary](#) page as being relevant to Early Years providers. This panel is used to choose which of the Vocabulary terms to link to this Provider.

A list of Level 1 terms is initially displayed. To expand click on the **+** to show their associated Level 2 and Level 3 terms.

Use the checkboxes to select those Level 2 and Level 3 terms that apply to this Provider. Level 1 terms cannot be selected.

To search for specific terms, enter some text in the box eg. 'travel' and click **Search**. All terms containing this text will be highlighted and you can use **Search Previous** and **Search Next** to go through them.


After the Provider Details have been Saved, the default is to **Show Provider Terms** next time this Provider is viewed and only show those terms selected for this Provider. Click **Show All Terms** to see a full list of available terms.

## Keywords

The **Keywords** panel enables you to select local keyword terms to be associated with a provider.

New keywords can be selected by clicking on the **Add** button to open the lookup. Keywords are stored in lookup *Table 1115*. Highlight the required code and click on the **Select** button. Remove an item by selecting it and clicking the **Remove** button.

## Provider Contact

 *Pre-migration this panel displays only one Contact. This is the Setting Contact entered in v3 and the Add and Remove buttons are disabled. The Details button is available to view Person Details for this Contact.*

The **Provider Contact** panel displays the **Contact Name** and **Role Details** for this Provider.

**Contact Publishing** is used to specify the information (if any) to be sent to FID (PKHD) to be published. The selected contact's **Work Telephone Number**, **Email Address** and **Address** are displayed with checkboxes. **Address** is defaulted according to the default **Address Type** set up in [PKHD Configuration Details](#). All addresses for the contact are listed beneath and you can select an alternative address if required by selecting the adjacent **Publish** check box. Select the individual **Publish** check boxes to send this information to FID or select **Publish All** to check all boxes.

## Age Range

Free text box to allow suitable **Age Range Details** for this provider to be entered.

## Availability, Vacancy and Eligibility

**Availability:** Free text boxes allow availability details to be stored.


**Vacancy Information:** Checkboxes are provided to indicate whether the provider should be contacted directly for vacancy information and whether or not there are immediate vacancies. These checkboxes can be updated as can the Contact Method. A free text box is provided for further details to be stored.

**Eligibility Details:** A Free text box is provided to store this information.

## Referral Details

**Referral Details:** Criteria Code information can be retrieved by clicking on **Add** to open the lookup. The Referral Criteria Codes are stored in lookup *Table 1086*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking Remove. Criteria Details and Referral Details can be stored as free text.

## Facility

Before migration facilities are recorded in One v3. Facility Notes and Number of Rooms are imported and can be updated. Click **Add** to open the lookup (*Table 0475*) and select a new Facility. Remove a Facility by highlighting it and clicking  Remove.

## Special Provision

The free text boxes are to store imported information about Disabled Access, Wheelchair Access, Special Needs Experience and Special Needs Confidence.

Cultural Provision is selected from the lookup by clicking on **Add**. The Cultural Provision Codes are stored in lookup *Table 1090*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**.

Special Needs Codes are selected from the lookup by clicking on **Add**. The Special Needs Codes are stored in lookup *Table 0721*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**. Special Needs Notes can be stored as free text.

Languages Spoken are selected from the lookup by clicking on **Add**. The Home Language Codes are stored in lookup *Table 0002*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**. Cultural Notes can be stored as free text.

Diet Codes are selected from the lookup by clicking on **Add**. The Diet Codes are stored in lookup *Table: 0474*. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**. Special Diet Details and Special Provision Details can be stored as free text.

## Travel Information

Checkboxes default to imported values. Free text boxes are provided to store Travel Information and Directions. New Bases for School Pickups are selected by clicking on **Add** to open Provider Base Link Details. From this window you can click to Select a Base using [Base Enquiry](#), store Memo Details regarding this Pickup and then click **Save**. Edit a School Pickup by highlighting it and clicking **Edit**. Remove a School Pickup by highlighting and clicking **Remove**.

## Award Information

Quality Assurance (lookup *Table 1091*) and Accreditation (lookup *Table 1083*) are selected from the lookups by clicking on **Add**. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**. A free text box is provided for Quality Awards details.

## Organisation Details

Free text box can be updated.

## PPAYP Category, Areas Covered and Access Channel

These panels are all populated by selecting from the lookups. These lookups are created using information imported on the Controlled Lists. The Lookup Table ids are:

- PPAYP **Table id 1092**
- Area (Spatial Levels) **Table id: 1081**
- Access Channel (LGCHL) **Table id: 1080**

To select click on **Add** to open the lookup. Highlight the required code and click on **Select**. Remove an item by selecting and clicking **Remove**.

## Leisure Card

Allows free text to be stored.

## Staff

This panel records the Staff members working at this Provider. To record a new Staff member click **Add** to open the Staff Enquiry. Remove a record by selecting and clicking **Remove**.

## EY Search for Ofsted

### Search for Ofsted



This page is opened when the Early Years | Search for Ofsted Details Focus is selected from the Focus menu.

This allows you to search for a Provider against the imported Ofsted data which is held separately in the **One** database.

To search, enter **full or partial** search criteria in the fields to find the required record. The minimum search criteria must be either 2 characters in the **Provider Name** field, 3 characters of a **Postcode** or 2 digits of the **Ofsted Reference Number**. If 2 characters are entered in the **Provider Name** field, the search mechanism will return all records which contain those 2 characters at the beginning of any name recorded for a provider.

The search fields are: Provider Name, Postcode, Ofsted Reference Number, Registration Status and Matched or Unmatched (default is All).



Clicking **Search** will return a list of all Providers matching the criteria. The browse displays a summary of Provider Details. Highlight a Provider in the list and click **Open in New Window** to open the [Ofsted Details](#) page. You can use  and  buttons to move to the previous or next record.

Where a Provider selected from the Ofsted data has a status of Unmatched because there is no matching Provider record, the Provider record can be added. Selecting the record and clicking the **Add Unmatched** button will add a new record to the Provider tables in the One database using the information held in the Ofsted tables. If this is successful a message box will be displayed with the following message:

*“Provider Matched successfully for the selected Ofsted Reference number”.*

The Registration Status will be updated according to the Ofsted Registration Status.

*Registration Status is stored on Table 0718. The Registration Status supplied by Ofsted is used to retrieve the corresponding Registration Status from the lookup table. If it does not already exist, the lookup value will be created.*

When the **Add Unmatched** button is clicked, a Provider record is added to the One database with a default Entity Type of Base. The [Maintain Provider](#) page will be displayed to allow you to change the Entity Type is required using the **Revise** button.



## EY Search and Match Ofsted

### Search for Ofsted

This window is opened from the browse button against the Reference Number on the Registration Details panel of the Provider Details. It enables you to link together the Provider Details and the imported Ofsted Data where these have not yet been matched. It also enables you to add a record to the Provider Details using the imported Ofsted data.

To search, enter **full or partial** search criteria in the fields to find the required record. The minimum search criteria must be either 2 characters in the **Provider Name** field, 3 characters of a **Postcode** or 2 digits of the **Ofsted Reference Number**. If 2 characters are entered in the **Provider Name** field, the search mechanism will return all records which contain those 2 characters at the beginning of any name recorded for a provider.

The search fields are: Provider Name, Postcode, Ofsted Reference Number, Registration Status and Matched or Unmatched (default is All).

Clicking **Search** will return a list of all Providers matching the criteria. The browse displays a summary of Provider Details. Highlight a Provider in the list and click **Open in New Window** to open the [Ofsted Details](#) page. You can use  and  buttons to move to the previous or next record.

Providers can be selected from the Ofsted data and mapped to the Provider record. They can be selected even if they are already matched. Select the required record from the browse and click **Select Ofsted Ref. No**. A message box is displayed with the following message:

*“Are you sure you want to Map this Ofsted Ref number”*

If you click **Yes** and the record is already matched a message is displayed:

*“Are you sure you want to Map the “Matched” Ofsted Ref.number”*

Click **Yes** to map this Provider. The [Provider Details](#) will be updated with this Ofsted Reference Number and will be redisplayed with a link to the Ofsted Details.

Click **No** to close without mapping.

Where a Provider selected from the Ofsted data has a status of Unmatched because there is no matching Provider record, the Provider record can be added. Selecting the record and clicking the **Add Unmatched** button will add a new record to the Provider tables in the One database using the information held in the Ofsted tables. If this is successful a message box will be displayed with the following message:

*“Provider Matched successfully for the selected Ofsted Reference number”.*

## EY Ofsted Details

### Ofsted Details

The **Ofsted Details** page displays the information that is brought into One when the Ofsted file is imported. The data is held in the One database in separate tables to the Provider Details. The link to Provider Details is the Ofsted Reference Number.

The Ofsted file is imported as scheduled. Changes in the data that comes in are audited and can be highlighted and a list printed using the [Audit Enquiry](#).

The page is read only and the data is displayed in panels according to the type of information as it is brought into the system on the import:

- Extract Details
- Provider Details
- Setting Details
- Registration Details
- Registration Status History
- Child Services History
- Certificate
- Childcare Age History
- Childcare Period History
- Inspection
- Notice History
- Welfare History.

See [Import Files](#)

## Monitoring


### Monitoring Summary

The **Monitoring Summary** is displayed when you click the **Monitoring** link from the **Provider Details** or from the **Service Provider Link Details**. It shows summary information of the monitoring records defined for the selected provider or service.

### Monitoring Search

**Search criteria** can be entered and clicking the **Search** button returns a summary list of all monitoring records matching the criteria. The information displayed is **Monitoring Ref.**, **Monitoring Date**, **Monitoring Type**, **Date of Next Meeting**, **Monitoring Officer** and **Monitoring Outcome**.

## Expand or Collapse the Search panel


You may expand or collapse the Search panel by clicking the  button. The arrows on the icon will invert appropriate to the next available action

This may be set to Automatically Collapse. Check Automatically Collapse from the drop-down to collapse the Search panel after every search. To view the search panel again click on Expand.

Click **New** to open Monitoring Details to add a new Monitoring record.

Highlight a record in the list and click **Open** to open the [Monitoring Details](#) or **Delete** to delete it.

Click **Save** to save your changes.

 Reference Guide **RG\_EY\_Monitoring** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

## Monitoring Details

This panel is used to record a Monitoring record to be associated against the selected Provider. A Service or Provider may have one or more Monitoring records defined for them.

### Monitoring Ref.

This reference of the Monitoring is not mandatory and is a free text field that can contain up to 15 alphanumeric characters (including special characters).

### Monitoring Type

Mandatory field selected from lookup *Table ID 0426*.

### Monitoring Date

The date (dd/mm/yyyy) that the monitoring took place is mandatory.

### Monitoring Time

The time (HH:MM) that the monitoring took place is not mandatory.

### Monitoring Outcome

The **Outcome** of the monitoring is not mandatory. *Lookup Table ID 0425*.

### Monitoring Officer

The person who carried out the monitoring. Click the **Browse** button to open the **Select Monitoring Officer** lookup. This is a Role lookup.

## Date of Next Monitoring

The **Next Inspection Date** must be greater than the **Monitoring Date**, but is not mandatory.

## Date Report Recorded

This date (dd/mm/yyyy) is not mandatory.

## Action Plan Deadline

This date (dd/mm/yyyy) is not mandatory.

## Certificate Number

A maximum of 15 characters. It is not mandatory.

## Monitoring Memo

This is available if required to store additional information about the monitoring.

## Monitoring Outcomes

This panel allows you to record the outcomes for the monitoring record. A Monitoring record must have already been set up. The **Monitoring Outcomes** are stored as lookups. A monitoring record may have one or more **Monitoring Outcomes** defined.

Click on **Add** to record a new **Monitoring Outcome** record.

## Compulsory Childcare Register Met

This check box enables you to record whether or not the compulsory part of the Childcare Register are met. It is a tri-state checkbox (True/False/Null) that defaults to Null.

## Voluntary Childcare Register Met

This check box enables you to record whether or not the requirements of the voluntary part of the Childcare Register are met. It is a tri-state checkbox (True/False/Null) that defaults to Null.

Click the **Add** button to record a new Monitoring Outcome record.

## Monitoring Description

The **Monitoring Description** chooser will be displayed allowing you to **Search** and **Select** a description. The lookup must be set up against the **Monitoring Type** and is displayed depending on the value selected for **Monitoring Type**.

## Monitoring Outcome

The Lookup (*Table ID 0425*) must be set up against the **Monitoring Type** and will be displayed depending on the value selected for **Monitoring Type**.

## Memo

A memo can be defined for each monitoring outcome record.

Highlight and click the **Remove** button to delete a monitoring outcome record. You will be asked to confirm that you wish to delete the selected record.

## Future Improvements

This panel enables you to define the future improvements for the monitoring record, which may have been identified as part of the monitoring process. To record a new **Future Improvement**, click on the **Add** button and enter the details of the future improvement as free text. Click the **Save** button to save the details.

Highlight and click the **Remove** button to delete a future improvement record. You will be asked to confirm that you wish to delete the selected record.

## Actions

This panel allows you to define **Actions** for the monitoring record. These are additional details of any actions assigned to the service or provider as a result of the monitoring. One or more actions may be defined for the monitoring record.

Click the **Add** button to record a new action.

## Action Description

A description for the **Action** that has been assigned to the Service or Provider.

## Action By

The date (dd/mm/yyyy) by when the **Action** must be taken. Must be greater than the **Monitoring Date**.

## Compulsory Childcare Register

Select the check box to display a tick if the action assigned is to meet the compulsory part of the Childcare Register.

## Voluntary Childcare Register

Select the check box to display a tick if the action assigned is to meet the voluntary part of the Childcare Register.

## Completed

Select the check box to display a tick if the action has been completed

## Completed By

If completed, the date that the action was completed.

## Memo

This enables you to record additional details about the action.

Click the **Save** button to save your changes.

Highlight and click the **Remove** button to delete an action record. You must confirm that you wish to delete the selected record.

## Quick Reports

[Quick Reports](#) can be generated from the Monitoring page.

## Linked Documents

**Linked Documents** can be defined against the monitoring record.

## Links

The **Links** panel enables you to link to **Activities** to record an activity and associate this to the monitoring record (subject to licensing).

# Provider Census

This page is used to view historical Census information recorded for this Provider.

The data can be modified via **Early Years | Census Return**.

# Staff

## Staff Enquiry

The **Staff Enquiry** page is displayed when the **Staff** focus is selected.

Enter at least 2 characters of the **Name** or 3 characters of the **Postcode**.


You may specify **Gender**, **Date of Birth**, **Role** and **NI Number**.

You can select a **Staff Type** from the drop-down of either **All People** or **Early Years Staff**. If you select Early Years Staff only those staff who have been defined using the [Early Years Staff](#) link will be retrieved..

When you have set the criteria click the **Search** button.

The list will show summary details for each person. The order of the list may be changed by clicking on the header label, e.g. clicking Given Name will display the browse in Given Name order.

Use  **Next** and  **Previous** buttons to open the details of the previous or next record.

*If the person is flagged as an Employee and under Personnel Control on the **Personnel Profile** panel, it is possible that certain information may not be displayed. Such information may be withheld to non-personnel users by [Data Shielding](#) and is indicated by a  **Shield** symbol.*

Click the **Open** button to see details of the selected member of Staff beneath the list or **Open in New Window** to open the [Staff Details](#) page.

Click the **New** button to open the [Staff Details](#) page to add a new member of Staff.

## Staff Details

### Staff Basic Details

The **Staff Basic Details** panel provides a **Details** button that gives access to the [Person Details](#) for this member of staff.

A link is available to **Communication Log** and [Early Years Staff](#).

### Staff Qualification Details

The **Add** button enables you to add a new qualification for this member of staff.

The **Qualification Details** fields are:

<b>Qualification</b>	The name of the qualification which the employee has is selected from lookup <i>Table 0010</i> .
<b>Subject</b>	The main subject in which the qualification is held.
<b>Second Subject</b>	The second subject in which the qualification is held (if applicable).
<b>Level</b>	The type of qualification, for example PGCE, BEd. The DCSF codes held here for the purposes of the School Workforce Census return are for post A level qualifications but the code 'ZZZZ - Not for Statutory Returns' is available to use if you wish to record other types of qualification that will not be included in the return.
<b>Class of Degree</b>	The class of degree or level of other qualification attained by the employee.
<b>Country of Origin</b>	The country in which the qualification was obtained.
<b>Place of Study</b>	The college or other location where the study was carried out.
<b>Title</b>	The title of the qualification. This is a free-text field.
<b>Date Awarded</b>	The date when the qualification was awarded.
<b>Verified</b>	This box is ticked to indicate that the person who enters the qualification details on the system has seen the original Qualification Certificate, or that the data has come from a verified source, e.g. the GTC or the Awarding Body.
<b>Good Honours Degree</b>	Indicates whether or not this is a 1 <sup>st</sup> or 2 <sup>nd</sup> class degree (these were previously classed as "Good Honours Degrees" - this field is now for historical purposes only).

### Training Manager Courses

Training Manager courses that have been attended by this member of staff.

### Training Summary

Summary information about training courses attended and qualifications obtained. Click the **Add** button to open the **New Training** window and record new **Training Details**.

### Checks

This panel is used to record checks that have been made on this member of staff.

Any checks that have already been made for the member of staff are listed. The list shows the date the check was requested, the date the person was cleared, the clearance type and the application reference for each check. When a line is highlighted the **Edit** button is available to view and amend the **Clearance Check** details.

When adding a check the following fields are available.



## Early Years PKHD

<b>Application Ref</b>	A free text field to record the reference number of the application.
<b>Disclosure Ref</b>	A free text field to record the reference number of the disclosure.
<b>Date Requested</b>	Mandatory. The date the check was requested.
<b>Clearance Type</b>	Mandatory. Select the level of clearance required from the drop down list.
<b>Date Cleared</b>	The date the person was cleared. If an entry has been made in the Not Cleared Date field a date cannot be entered here for this clearance check.
<b>Not Cleared</b>	The date the clearance was deemed to have failed. If an entry has been made in the Date Cleared field a date cannot be entered here for this clearance check.
<b>Countersignatory</b>	Mandatory. The person who has authorised the outcome of the check. Select the name from the Select Countersignatory lookup.
<b>Countersignatory Ref</b>	The reference number is displayed if such a number has been recorded for the selected Countersignatory in the Select Countersignatory lookup. It cannot be entered or amended here.
<b>Reply Destroy Date</b>	The reply to a request for a check should be destroyed after 6 months. This field records the date the disclosure check reply was destroyed by the recipient of the disclosure. This cannot be before the Date Cleared.
<b>Invoice Number</b>	A suitable invoice number can be entered.
<b>Invoice Amount</b>	An invoice amount can be entered up to a value of 99.99.

A **Memo** button is available allowing you to store notes on the Disclosure Checks.

Click **Save** to save any changes made to this Staff record.

Click **New** to create a new Staff record.

## Early Years Staff

This page is opened when the **Early Years Staff** link is selected. It allows you to record details relating to staff employed by Early Years providers.

Click **Save** to save any changes made to this Early Years staff record.

Click **New** to create a new Early Years staff record.

### Employer Details

<b>Provider Name</b>	The lookup opens the <a href="#">Search Childcare Provider</a> dialog.
<b>Employer</b>	Employer name can be optionally stored.
<b>Employee Number</b>	Employee Number can be optionally entered.
<b>Job Title</b>	Job Title is optional.
<b>Staff Type</b>	Staff Type can be selected from lookup <i>Table ID 0429</i> .
<b>Start Date</b>	The Start Date for this employment is optional.
<b>End Date</b>	The End Date or this employment is optional.
<b>Teacher Status</b>	Teacher Status can be selected from lookup <i>Table ID 0180</i> .
<b>Health Form Completed</b>	Checkbox to be checked if the employee has completed a health form at this employer.

<b>Paid Employment</b>	Checkbox to be checked if this employment is paid.
<b>Direct Involvement</b>	Checkbox to be checked if this employee is directly involved with children at this Provider.
<b>Reference Checked</b>	Checkbox should be checked if this employee's references have been checked by this employer.
<b>Level 2 Qualification</b>	Check box should be checked if this employee has a level 2 qualification.
<b>Level 3 Qualification - Non-managerial</b>	Check box should be checked if this employee has a level 3 non-managerial qualification.
<b>Level 3 Qualification - Managerial</b>	Check box should be checked if this employee has a level 3 managerial qualification.
<b>P45 and P46</b>	Checkbox to be checked to indicate that this employee has a P45 or P46.
<b>Early Years Professional Status</b>	At the Employer level this box is automatically selected if at least one member of staff has this check box selected.
<b>Contract Signed Date</b>	The date that the employee signed the contract at this Provider.
<b>Health Check</b>	The date that the Health Check was completed.
<b>Police Check</b>	The date that the Police Check was completed.
<b>Early Years Teacher Status</b>	Checkbox to be checked if this employee has Early Years Teacher status.
<b>EY Staff Qualifications</b>	Check boxes should be checked to indicate that the employee has this qualification.

The **Employer Details** panel shows the **Provider Name**, **Employer**, **Position**, **Start and End Date** for this member of staff. To add this member of staff to an Early Years provider, click the **Add** button. The **New Employer Details** window opens to record the following details:

To change any details, highlight the record and click **Edit** to open the **Employee Details**. To delete a record, highlight it and click the **Remove** button.

## Observations

The **Observations** panel is used to record the observations that have taken place for the selected member of staff. On this panel, the **Observation Date**, **Observer Name** and **Observation Type** are shown. To record new observations, click the **Add** button to open the **Staff Observation** window. This has two panels:

### Staff Observations

<b>Observer</b>	The name of the person who recorded the observation. Select by opening the <b>Search Early Years Observer</b> . This will enable you to search for people who have the role of Early Years Observer. Either this field or the <b>Provider</b> must be entered.
<b>Provider</b>	The provider where the observation took place. Select by opening the <b>Search for Provider</b> . Either this field or the <b>Observer</b> must be entered.
<b>Observation Date</b>	<b>Mandatory</b> . The date that the observation took place.
<b>Observation Time</b>	The time that the observation took place.
<b>Observation Type</b>	<b>Mandatory</b> . Select from lookup <i>Table ID 0578</i> .
<b>Student Present</b>	The number of children who were present at the observation.
<b>NCY</b>	The National Curriculum Year group involved in this observation.

### Observation Marks

The **Observation Marks** panel is used to record the marks given for each element of the observation (Teaching, Learning, Attainment and Attitude and Behaviour). Marks are selected from lookup *Table ID 0579*.

To change any details, highlight the record and click the **Edit** button to open the **Staff Observation** window. To delete a record, highlight it and click the **Remove** button.

## Staff Other Checks

This panel shows the dates of the Police Check and Health Check recorded on the **Employer Details** window.

### Staff Services

This panel shows display-only information regarding the employment of this Early Years staff member at a service, their **Job Title** and whether they have **Direct Involvement** with children.

This information is entered on the **Service Provisions** page via **Focus | Early Years | [Search for Provider](#)**.

## Manage Provider Links

This page enables you to associate one or more links against the provider for the following:

- Receivers
- Memberships
- Representative Details.

### Receivers

This panel is used to maintain a record of receiver schools for this provider. This enables you to select one or more bases which have a DfE number defined. When you save this link the receiver is saved as a link against the provider.

### Memberships

To associate one or more external organisations to which the provider is linked by membership. This enables you to select one or more memberships by displaying all **Groups** which are available. You can also add a new **Group** which will then be available to link to as a membership for the provider. Click the **Save** button to save the link.

### Representative Details

To associate and link Representatives for the Provider. You can associate a Representative for each of the following roles:

- Partnership
- District Forum
- Link Group.

For each of these roles a **Person Search** is available. If the required person does not exist, you can add a new person using [Person Enquiry](#).

Only one person can be defined for each role.



*Reference Guide **RG\_EY\_Links** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.*

## Job Vacancies

This window is displayed when the **Job Vacancies** link is clicked from the **Links** panel in Maintain Provider or Maintain Service Provision.

The **Job Vacancies** panel displays a list of all the job vacancies stored against the Provider or Service in descending order by **Start Date** and **Status**. The **Status** of the job vacancy indicates whether it is open or closed.

Click the **Add** button to add details for a new job vacancy for this Provider or Service. Click the **Save** button and the new job vacancy is added to the list.


Highlight a vacancy in the list and you can **Edit** the details or **Remove** it.

### Job Vacancy Details

Use this panel to enter or edit details about a job vacancy. **Job Title** is mandatory. Other information is optional but, if entered, **Salary Range From** must be less than **Salary To**. If **Experience** is entered, you must select the **Experience Type**.

### Job Category

Use this panel to store or modify **Job Category** information about the job vacancy.

 Reference Guide **RG\_EY\_Job Vacancies** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

## Availability and Capacity

### Availability and Capacity details

This page is displayed when the **Availability and Capacity** link is clicked from the **Links** panel in **Maintain Service Provision** or **Maintain Provider**.

It is used to:

- Define multiple Service Terms for the selected Provider/Service.
- Record Opening Times for the selected term for each day.
- Record special date patterns (Opening Time Exceptions) for a selected date range such as bank holidays.
- Record Availability and Age Range details for the Service.
- Record Vacancy and Waiting List details against as many age ranges as required at a Provider and/or Service.


### Opening Dates + Times

This panel is used to define the **Start** and **End Dates** for which you wish to record **Opening Times and Capacity** details. Click the **Add** button to open the **Opening Dates + Times Details** window to record opening times for a particular date range.

Highlight an existing record to **Edit** or **Remove** it.

### Opening Dates + Times Details

This window has a panel to record **Opening Dates**, **Opening Times** for this date range and **Opening Time Exceptions** for this date range. You can also store a **Memo**. Enter the required information on each panel and then click the **Save** button.

 Reference Guide **RG\_Service Provision\_Availability and Capacity\_Opening Details** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Opening Dates

The **Opening Dates** panel is used to enter a **Description** and a **Start** and **End Date**.

## Opening Times

On the **Opening Times** panel, you can define the **Opening Times** and **Capacity** information for each day of the week within the date range defined on the **Opening Dates** panel.

Clicking on **Add** from this panel will open the **Opening Times Details** window. On this window, select each day and enter the **Start Time** and **End Time** (HHMM). The **Duration** is automatically calculated. The **Capacity** and no of places **Vacant** can optionally be entered and places **Filled** is automatically calculated. A **Description** can optionally be entered. Click **Save** to return to the previous window with these details saved.

Highlight a record on the **Opening Times** panel to **Edit** or **Remove** it.

## Opening Times Exceptions

On the **Opening Times Exceptions** panel you can record special opening times and capacity details for a selected date range within the date range defined on the **Opening Dates** panel, such as an **Early Closing** day. You can also record whether the Service is open or not e.g. on a Bank Holiday. Click **Add** on this panel to open the **Opening Times Details** window. The Start and End Dates must fall within the range defined on the **Opening Dates** panel. The **Is Open** checkbox should be selected to display a tick if the Service is open or a cross if the Service is not open on these dates and times.

Click the **Save** button to return to the previous window with these details saved.

Highlight a record on the **Opening Times Exceptions** panel to **Edit** or **Remove** it.

## Availability

This panel is used to record availability information for a Service such as **No. of Weeks Open**. When the **Service is Available** is selected from a lookup.

## Age Range Details

This panel is used to record the **Age Range Details** that are catered for at the service. Enter the **Minimum** and **Maximum Age** in years and months for children at this service provider.

Check boxes are used to indicate whether or not the provider offers funded provision for 2, 3, 4 year olds and **Children Over 8**. Select the appropriate check box to display a tick if funded provision is offered for this age group.

If required, enter **Suitable Age Range Details** in the free-text box.

## Capacity Details

The **Capacity** at a particular **Capacity Date**, the number of **Vacancies** at the selected **Vacancy Date** and the number on the **Waiting List** at the selected **Waiting List Date** for the different **Age** groups.

The **Age Range** user defined lookup enables flexible age ranges to be recorded.

Click the **Add** button to add information for a new **Age Range**. Highlight an existing **Age Range** to **Edit** or **Remove** it.

## Vacancy Information

Check boxes are provided to indicate whether the Service provider should be contacted directly for vacancy information and whether or not there are immediate vacancies. The **Contact Method for Updating Vacancies** can be selected. A free text box is provided for further details to be stored.

## Complaints

### Complaints Summary

This page is displayed when the **Complaints** link is selected from the **Links** panel in **Maintain Service Provision** or **Maintain Provider**.


The **Complaints** panel displays a list of complaints stored against the provider or service showing summary information

Click the **Add** button to add new **Complaint Details** for this provider or service.


Highlight a complaint in the list and you can click the **Edit** button to edit the details or the **Remove** button to delete it.

Click the **Save** button to save your changes.

### Complaint Details

**Complaint Details** is displayed when you choose to add a new complaint or edit an existing complaint against this Provider or Service. Store the details of the **Complaint** and any **Appeals** made to the Local Authority. You can also store UDFs for complaints by clicking on  **UDF Manager**.

Click the **Save** button to save your changes.

 Reference Guide **RG\_EY\_Complaints** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Complaints

**Complaint Date** is the date when the complaint was registered. It defaults to the current date and cannot be in the future. **Complaint Type (Table id 0476)** is mandatory.

**Complainant Summary** is selected by clicking on the **Select** to open the [Person Enquiry](#). Once a complainant is selected you can view their details by clicking the **View Details** button to open the [Person Details](#) page. Alternatively, you can click the **Clear Selection** button.

The **Complaint Action (Table ID 0477)** and **Outcome (Table ID 1143)** can be optionally selected.

A memo can be used to store additional information regarding the complaint and a separate memo regarding the **Action of the Complaint**.


## Appeals

This is used to record an appeal for an existing complaint. The **Appeal to LA Date** is the date when the appeal to the Local Authority was registered. This date cannot be before the **Complaint Date**. The **Appeal to LA Outcome (Table ID 0478)** is the Local Authority's outcome for the appeal. It is only available if a value has been entered in the **Appeal to LA Date**.

The **Appeal to Law Date** should be completed if the appeal goes to law and the **Law Outcome (Table ID 0479)** can then be selected.

You can record the total **Time Spent** on the appeal in days, hours and minutes.

A memo can be used to store additional information regarding the appeal.

 Reference Guide **RG\_EY\_Complaints** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Income

This page is opened when you click on the **Income** link from the [Maintain Provider](#) page. It allows you to define an Income record against the Provider. You can record the **Income Details** and then the **Receipt Details**.

The **Income** panel displays summary information for the **Income** records already defined for this Provider.

Click the **Add** button to create a new income record. Select an existing income record and click the **Edit** button to update it or **Delete** button to delete it. The **Income Details** window is displayed with two panels: **Income Details** and **Receipt Details**.

**Note:** It is not possible to edit or delete an income record if **Receipt Details** have already been defined

### Income Details

**Income Code** is the type of Income and must be selected from the lookup. Once an Income record has been defined and saved, the Income Code cannot be changed.

**Amount** is the amount of monies paid to the provider. It is not mandatory. It should be a decimal value and cannot be negative.

**Due Date** is mandatory and is the date that the income is due to be paid to the Provider.

### Receipt Details

This panel is used to define any **Receipt Details** for the income record. Details of the receipt can only be defined after an income record has been set up.

**Receipt Number:** if a value for **Slip Prefix** and **Slip Start No** has been defined in the **Income Defaults** panel via Early Years Setup | [Income Setup](#), those values will be concatenated to create the **Receipt Number**. Otherwise, you can enter a value (up to 10 alphanumeric characters).

**Receipt Type:** a value should be selected. Options are **Cash**, **Cheque** or **Postal Order**.

**Receipt Amount:** the receipt amount can be different to the **Income Amount**. If so a message will be displayed when you try to save

Receipt Amount is different to Income amount, do you wish to proceed?

Click the **Yes** button to continue saving or **No** to discard the changes.

**Income Note:** a memo can be stored.

**Receipt Date** will default to the current date and can be changed.

**Receipt Printed** will be checked when the Receipt has been printed. It cannot be edited.

**Bank Slip No:** Slip No of the monies paid into the bank. It cannot be edited.

**Bank Slip Date:** the date of the bank slip for the monies paid into the bank. It cannot be edited.

**Last Updt:** automatically completed with the date and time when the record was saved.



Updated by is automatically completed.

## Age Range Enquiry

This enquiry is opened from the **Capacity Details** window and is used to select, delete and create a new **Age Range**. An age range can be selected to assign to a capacity or waiting list.

## Early Years Setup

The **Early Years | Early Years Setup** menu option from the Focus menu enables you to setup the following Early Years information:

- [Payment Setup Options](#)
- [Define Early Years Payment Period](#)
- [Payment Parameters](#)
- [Yearly Cap](#)
- [Income](#)
- [Monitoring](#)
- [Umbrella Organisation](#)
- [Income Setup](#)
- [Income Schedule](#).
- [ECS Configuration](#)

## Income Setup

### Income Setup

This page enables you to allocate specific types of income to specific types of funds or budgets. The Income Type(s) must be setup before you can define an Income record.

### Income Types

The **Income Types** panel displays the Income Types that have been defined.

Click the **Add button** to add a new **Income Type**. Record the **Income Code** and **Description**. You can optionally enter the **Fund** and **Budget Codes** to be associated with the **Income Type**. **Fund** and **Budget Codes** are alpha-numeric values up to 8 characters which must be in upper case.

Click the **Edit** button to update details of the highlighted **Income Type**.

Click the **Remove** button to remove the highlighted **Income Type**.

### Income Defaults

The **Slip Prefix** and **Slip Start No** must be set up for the Income record. The value in the **Slip Prefix** box will appear on the generated receipt slips and the **Bank Slip No.** on the Income record(s). The value in **Slip Prefix** may be up to 4 characters and upper case. If **Slip Prefix** is defined then **Slip Start No.** must be entered. The **Slip Start No.** must not exceed 10 characters including the **Slip Prefix**. e.g. .if **Slip Prefix** is AAA then **Slip Start No.** can be up to 7 numbers long.

## Monitoring Setup

### Monitoring

Use this panel to setup the **Monitoring Codes**. Fields on this panel are **Internal Code**, **Description**, **External Code** and flags to indicate whether or not this code is **Active** and/or **Predefined**.

## Income Schedule

### Income Schedule Enquiry

This area is used to set up Income Schedules so that the system automatically creates income records whenever a Monitoring or Registration record is created.

To search for an Income Schedule, **Schedule Type** can be either **Registration** or **Monitoring**. If it is **Registration**, you can optionally select a **Registration Code** from the lookup (*Table ID 0423*) and an Income Code. **Active** is a tri-state checkbox that defaults to ticked (true). You can change this to search for inactive (crossed) or all registrations (blank).

If **Schedule Type** is **Monitoring**, you can optionally select **Inspection Code** (*Table ID 0426*) and **Income Code**.

Click **Search** to display a list of matching entries. In this list the **Amount** field is the amount of income that will be recorded against the registration or monitoring entry when the Income Schedule is created. The **Payment Due After** is the number of days after the registration or monitoring date when the income is scheduled to be received. If this is a negative value it indicates that this is an advance payment.

Click the **New** button to define new [Income Schedule Details](#).

Select an existing **Income Schedule** and click the **Open in New Window** button to open the [Income Schedule Details](#).

## Income Schedule Details

If **Schedule Type** is **Registration**, you must select a **Registration Code** (lookup *Table ID 0423*) and an **Income Code** (defined on the **Income Type** panel). If **Schedule Type** is **Monitoring**, you must select an **Inspection Code** (lookup *Table ID 0426*) and **Income Code**.

**From** and **To Dates** determine the number of records to be created when a Registration or Monitoring record is created. This defines the period for which the record is part of the schedule.

The **Amount** field is the amount of income that will be recorded against the Registration or Monitoring entry when the Income Schedule is created. The **Payment Due After** is the number of days after the Registration or Monitoring date when the income is scheduled to be received. If this is a negative value it indicates that this is an advance payment. The **Active** check box defaults to selected (tick). If this is de-selected, this record will not be included when Income Schedules are created.

## Yearly Cap

### Define Yearly Caps

This page is displayed when you select **Yearly Cap** from the **Early Years Setup** menu.

It enables you to manage the yearly cap entitlement for selected funded services and age groups. By default, all funded services are listed.


### Search Parameters

The **Search Parameters** panel enables you to filter by **Provider Name**, **Service Type**, **Service Name**, **Payment Bands** and **Stretched Offer(s)**.

To select a **Service Type**, either type directly into the field or click the drop-down to obtain a list of possible service types for Early Years. Partial names can be entered into the **Provider Name** and **Service Name** search fields.

To select a **Payment Band**, click the adjacent browse button to display the payment band **Item Selector** (*lookup table 1161*), select one or more bands and click the **OK & Close** button. To select a **Stretched Offer**, click the browse to open the **Stretched Offer(s) Selector** (*lookup table 1178*), select one or more of the check boxes and click the **OK & Close** button.

When the search parameters are entered, the list of matching funded services is automatically updated in the **Funded Services** panel. If a **Service Type** is selected, the list displays funded services linked to this service type. If a **Payment Band** is selected, the list will display funded services linked to the selected payment band.

 If multiple payment bands are selected, the list displays funded services that include one or more of the payment bands.

After entering any information into the filters, the **Clear Filters** button is enabled. Click the **Clear Filters** button to remove any information entered onto the **Search Parameters** panel and update the **Funded Services** panel to display all open funded services (any selected funded services remain selected).

## Funded Services

The **Funded Services** panel displays the **Provider Name**, **Provider Address**, **Service Name**, **Service Type**, **DCSF URN** and **Yearly Cap** for each age group for that funded service.

Select funded services for which you wish to update yearly caps, by selecting the adjacent **Select** check box. Alternatively, click the **Select All** button. To deselect all the **Select** check boxes, click the **Clear All** button.

Select the **Show Selected Only** check box to change the list to only show those services with the check box selected.

Click the **Refresh** button to refresh the list of services to include any that have been added while the **Define Yearly Caps** page has been open. Once the data has been refreshed a message is displayed:

Refresh Data Complete.

Any search parameters entered or changes made to yearly caps that have not been applied are retained.

The **Number of Funded Services selected** and the **Number of Funded Services found** is displayed.

## Manage Yearly Caps

If a single funded service is selected, the heading below the **Manage Yearly Caps** panel heading is:

**Yearly Caps for** followed by the service name.

The current **Yearly Cap** for each age group for this funded service and the date that this cap is **Effective From** is displayed.

If multiple funded services are selected the heading is:

**Bulk Update Yearly Caps to selected Services.**

If all selected services have the same **Yearly Cap** values, the values are displayed, otherwise they are blank.

Update the **Yearly Cap** values as required and select an **Effective From** date. The **Effective From** drop-down displays period start dates that have been set up via **Early Years Setup | Define Early Years Payment Period** and are for the current period or later. Click the **Apply Changes** button .

To add a new yearly cap record, click the **Add Row** button to create a new row with the current **Yearly Cap** values for each age group. Update the **Yearly Cap** values on the new row as required and select an **Effective From** date.

Click the **Apply Changes** button to apply the new yearly cap to all selected funded services and each child at the funded service. If a child attends multiple funded services and the yearly cap differs between the funded services, the **Yearly Cap Apportionment** dialog is displayed. This dialog displays an **Apportionment** panel for each age group with details of the children that need to have their yearly cap values apportioned. Enter a **Resolve Value** to be applied and select an **Effective From** date. Click the **Save** button to display the **Manage Yearly Caps** panel with the new yearly caps applied.

The following message is displayed when the changes have been successfully applied:  
Yearly Cap changes applied successfully.

**Note:** If a child's **Yearly Entitlement** is manually changed on the **Funded Service | Children** panel, this is not overwritten when the **Apply Changes** button is clicked on the **Manage Yearly Caps** panel.

 Reference Guide **RG\_EY\_Manage Yearly Caps** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Payment Setup Options

This page is displayed when the **Early Years Setup | Payment Setup Options** menu route is selected. It enables you to define **Payment Types**, **Single Funding Formulas**, **Hours Remaining Options** and **Mid-Term Funding**.

Click the **Save** button to save your changes.

### Payment Types

The **Payment Types** panel displays the **Payment Types** that have been defined. There are three standard (seeded) payment types for each term, **INT** (Interim), **ACT** (Actual) and **ADJ** (Adjustment).

In addition a seeded payment type of **MINT** (Manual Interim) enables this type of manual payment to be entered against an individual funded service via the **Search for Funded Provider | [Payment Details](#)** link.

Non-seeded payment types can be set up to make payments to an individual funded service. Click the **Add** button to add a new non-seeded payment type. A **Payment Code** and **Fund Code** can be recorded.

Click the **Edit** button to update the details of a non-seeded payment type or to update the description of seeded payment type.

Click the **Remove** button to remove the highlighted payment type.

**Note:** You cannot remove a seeded payment type or a non-seeded payment type that has been used in a payment.

## Single Funding Formulas

This panel enables you to set up the **Single Funding Formulas** (SFF) that can be associated with a funded service for specific periods and age groups via **Early Years Setup | [Payment Parameters](#)**.

Click the **Add** button to set up a new **Single Funding Formula**.

<b>Formula Code</b>	Mandatory. A maximum of 6 alphanumeric characters
<b>Description</b>	Mandatory. A maximum of 30 alphanumeric characters
<b>Active</b>	Select this check box to enable the SFF to be selected on the <b>Payment Parameters</b> page.
<b>Pupil Premium</b>	If SFF relates to EY pupil premium, select this check box to display a tick and select a <b>Funding Basis</b> .
<b>SFF Universal</b>	If SFF applies to universal hours, select this check box to display a tick.
<b>SFF Extended</b>	If SFF applies to extended hours, select this check box to display a tick.
<b>Single Funding Formula Rates</b>	Each rate must have a <b>Start Date</b> and <b>Funding Amount</b> . <b>End Date</b> is optional.

Enter the following information:

Click the **Edit** button to edit the highlighted SFF or the **Remove** button to remove it. You cannot remove an SFF code if it has been used on the **Payment Parameters** page.

## Hours Remaining

### Options

This panel enables you to define whether or not children can be paid additional hours to their yearly entitlement. There are two options:

- The default option is **Cap Payments Negative Hours Remaining**. If this option is selected, children will not be paid additional hours to their yearly entitlement. The paid hours are reduced by the deficit. e.g. if **Hours Remaining** is -50, the paid hours are reduced by 50, **Hours Remaining** is set to 0 and **Unpaid Hours** is set to 50.
- Select **Allow Payments with Negative Hours** if children can be funded for more than their yearly entitlement of hours. A warning message is displayed:  
Selecting this option will allow children to be funded and paid for more than their yearly entitlement of hours. Do you wish to continue?  
Clicking the **Yes** button only affects newly generated payments.

### Mid-Term Funding

This panel enables the Local Authority to control whether or not they fund children who are found to be eligible for extended childcare in the middle of a term. If mid-term funding is enabled, extended hours can be entered for such children on the **Funded Service** page and via the **Headcount** portal.

To enable mid-term funding, select the **Allow Mid-Term Funding** check box to display a tick.

To disable mid-term funding, select the check box to display a cross and select a term from the **Mid-Term Funding Unavailable From** drop-down.



*Reference Guide **RG\_EY\_Payment Setup Options** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.*

## ECS Configuration

Early Years uses the DWP Eligibility Checking Service (ECS) to check the eligibility of children for Early Years Pupil Premium (EYPP).

The **ECS Configuration** page is used to configure the link to the Eligibility Checking Service, define which ECS system to use and to set up the parameters needed to access that system.

For more information, refer to the **Setting Up One Early Years Pupil Premium for Local Authorities** technical guide on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

This page is accessed via **Focus | Early Years | Early Years Setup | EY Pupil Premium ECS Configuration**.

## ECS Settings

Select **Live** from the **ECS environment** drop-down.

Enter the **ECS local authority** and **ECS username**.

Click the **Save** button.


Click the **Update ECS Password** link to display the **Update ECS Password** dialog.

Enter the new password and click the **Save** button.

**NOTE:** If the ECS environment has been updated, an IIS reset must be performed on the Provider portal web server.

## Define Early Years Payment Period

**Define Early Years Payment Period** is selected from the **Early Years Setup** menu. It displays the [Payment Period Definition Summary](#) page.

 Reference Guides **RG\_EY\_Payment Period Definition** and **RG\_EY\_Year Definition** are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## Payment Period Definition Summary

**Start Year** defaults to the current year. To select a different **Start Year**, click on the browse button to open the **Year Definition Summary** window and choose a different year.

For the selected **Start Year**, the periods are shown below. For each period, the **Period Start** date, **Period End** date, **Eligibility Start Date**, **Eligibility End Date**, **Hours Per Week** and **Hours Per Period** for each age group are displayed.

To display the [Payment Period Definition Detail](#) for a particular period, select it and click either **Open** or **Open In New Window**. To add a new period, click on the **New** button.

## Year Definition Summary

To define a new Year for a particular Business Process or update an existing one, the Year Definition Filters panel is used to select the required **Business Process** e.g. Early Years. The **Year Type** can be either Financial or Academic.

The Start Year defaults to the current year. To select a different year, click **Search** to see a list of Years that have been defined. Highlight the required Year and click **Select** to return to the Term Definition Summary screen.

To define a new Year, click **New** and to amend the details of an existing Year, highlight the Year and click **Open In New Window**. This will open the Year Definition Detail.



## Year Definition Detail

Select the **Business Process** e.g. Early Years and the **Year Type** e.g. Financial. Enter the Start Year e.g. 2010. The Start Date (e.g. 01/04/2010), End Date (e.g. 31/03/2011) and Date Range (e.g. 2010/2011) will be automatically completed with the defaults. You can change the Start or End Date and click **Save**. The dates will be validated and, if valid, a message is displayed to confirm that you wish to save the year with these amended default dates. Click on **Yes** to save or **No** to cancel the changes.

## Payment Period Definition Detail

The **Payment Period Definition Detail** page is displayed when a period is selected from the **Payment Period Definition Summary** or when you select to define a new period.


When adding a new period, a **Period Description** must be entered. The **Start Year**, **Period Number**, **Period Start** and **Period End** are mandatory. The **Period Number** must be unique and will determine the order in which the periods will be processed and displayed.

The **Eligibility Start** and **End Dates** are the dates between which a child's date of birth must fall in order to be eligible for funding for this period. **Eligibility Start Date** applies to 4 year olds and is the earliest date that a child can be born. **Eligibility End Date** applies to 2 year olds and is the latest date that a child can be born i.e. there should be a 3 year range in the dates entered. The dates are automatically calculated but can be edited.

### Payment Limits

**Payment Limits** can be set up for each age group for the period. These will be the default settings for all services unless they are changed within [Payment Parameters](#) for a specific service. **Hours Per Week** is mandatory and defaults to 15 which is the maximum limit defined by the government.

**The Hours Per Period** is mandatory and must not exceed **Hours Per Week** multiplied by **Weeks Per Period**. When a value is entered for one age group this value will automatically display for the other age groups (if these are blank), but these values can be changed. These **Payment Limits** (Caps) are checked when performing calculations to ensure that these limits are not exceeded.

 You are advised to use 'positive' values when entering **Payment Limits**. If 'negative' values are used this will impact the generation of payments.

### Interim Payments

You can select from the drop-down to set the **Interim Payment by** to either **Funded Service** or **Children**.

**Note:** If a payment has already been generated for the selected financial year and this selection is changed, a warning message will be displayed.

**Manual Payments** check box applies to the manual overwriting of the interim payments for the period. If selected (tick), manual changes are allowed to the amount fields for interim payments. Otherwise, no changes can be made. It defaults to false (displays a cross).

### Interim Payment Proportions

In this panel you define the percentage of the payment made to children in each of the age groups as an interim payment. These apply to both **Interim Payments by Funded Service** and **Interim Payments by Children**. This enables you to make two payments. If the percentage is set to 0, no interim payment is made and the final payment is for the full amount.

Changing the **Interim Payment Proportions** affects all providers for the whole year.



**Note:** if the Interim Payment Proportions are changed part way through the year, this may affect apportionment and, if necessary, manual adjustments will need to be made to any overpayments. In this case, a Warning Message is displayed.

## Record Update History


This panel is updated each time a record is saved. It records the **Last Updated** date and time and the **Updated By** person.

## Search for Umbrella Organisation

This page is opened when the Early Years | Early Years Setup | Umbrella Organisation is selected from the Focus menu. It allows you to view and update basic details of Umbrella Organisations.

To search for an Umbrella Organisation you can optionally enter one or more characters of the Name, Bank Account Name, Bank Account Number, Bank Sort Code or Creditor Number.

### Expand or Collapse the Search panel

You may expand or collapse the Search panel by clicking the  button. The arrows on the icon will invert appropriate to the next available action

This may be set to Automatically Collapse. Check Automatically Collapse from the drop-down to collapse the Search panel after every search. To view the search panel again click on Expand.

Clicking **Search** will return a list of all Umbrella Organisations matching the criteria. A message is displayed at the bottom left with how many records were retrieved. To perform a new search you will need to expand the Search panel if this has been set to Automatically Collapse.

A list of matching Umbrella Organisations is initially displayed in alphabetical order by Name. Click on another column heading to change the sort order.

Click **New** to create a new [Umbrella Organisation](#).

Double clicking on an Umbrella Organisation in the list or clicking **Open in New Window** will open the Details page for this [Umbrella Organisation](#).

Click **Save** to save the details.

## Umbrella Organisation

This page allows you to view and update basic details of Umbrella Organisations.

Click **New** to create a new Umbrella Organisation record.

Click **Save** to save your changes.

### Basic Details

The **Basic Details** panel displays:

**Name** Mandatory up to 50 character

**Bank Account Name** Optional up to 50 characters

**Bank Account Number**

<b>Bank Sort Code</b>	Optional. Up to 6 characters
<b>Creditor Number</b>	Optional. Up to 10 characters.
<b>Insurance End Date</b>	Optional Date. Select from drop-down.
<b>Account Validated Date</b>	Optional Date. Select from drop-down.
<b>Contact</b>	Optional. Select from Person Lookup.
<b>Payee Address</b>	Optional. Select from Address

## Providers

Click on **Add** to add a Provider to link to this Umbrella Organisation. The same Provider cannot be linked to more than one Umbrella Organisation. Linking one to this Umbrella Organisation will remove any previous links.

Click **Remove** to remove the link for the highlighted Provider.

## Payment Parameters

This page is opened when you click on the **Parameters** link from the **Funded Services** page. In this case, the service displayed on the **Funded Services** panel is the one from which the link is accessed.

This page can also be accessed via **Focus | Early Years | Early Years Setup | Payment Parameters**. In this case, when the page is first displayed, all open funded services, i.e. services that are flagged as being funded for NEG (Nursery Education Grant) are listed in the **Funded Services** panel. At the bottom of this panel there is a count of the number of funded services found and the number selected.

This page provides both a bulk update facility and a facility to update payment parameters for an individual funded service. It enables you to set the default parameters required for the payment process. You can set **Interim Weeks per Period** and **Actual Weeks per Period** for each service for an unlimited number of periods per year. You can record the **Hourly Base Rate** for different age groups and any **SFF** (Single Funding Formula) that apply. It also provides the facility to set the payment values for the children at the selected service.


### Search Parameters

The **Search Parameters** panel provides filters. The **Start Year** defaults to the current financial year but can be changed using the drop-down. You can filter by **Service Type**, **Provider Name**, **Service Name**, **Payment Bands** and one or more **Stretched Offer(s)**.

To select a **Service Type** you can either type directly into the field, or click the drop-down to obtain a list of possible service types for Early Years. Partial names can be entered into the **Provider Name** and **Service Name** search fields.

To select a **Payment Band** click the adjacent browse button to display the payment band **Item Selector** (*lookup table 1161*), select one or more bands and click the **OK & Close** button. To select a **Stretched Offer**, click the browse to open the **Stretched Offer(s) Selector** (*lookup table 1178*), select one or more of the check boxes and click the **OK & Close** button.

When the search parameters are entered, the list of matching funded services is automatically updated in the **Funded Services** panel. If a **Service Type** is selected, the list will display funded services linked to this service type. If a **Payment Band** is selected, the list will display funded services that are linked to the selected payment band.

 If multiple payment bands are selected, the list will display funded services that include one or more of the payment bands.

After entering any information into the filters, the **Clear Filters** button is enabled. Clicking the **Clear Filters** button will remove any information entered onto the **Search Parameters** panel and the **Funded Services** panel will automatically update to display all open funded services (any already selected will remain selected).

## Funded Services

Select one or more funded services for which you wish to apply payment parameters, by selecting the adjacent **Select** check box. Alternatively, click the **Select All** button. To deselect all the **Select** check boxes, click **Clear All**.

Checking the **Show Selected Only** check box changes the list to only show those services with the check box selected.

Click the **Refresh** button to refresh the list of services to include any that have been added whilst the **Payment Parameters** page has been open. Once the data has been refreshed a message is displayed:

Refresh Data Complete.

Any search parameters entered or changes made to payment parameters that have not been applied are retained.

You can update the payment parameters for the selected services. Any payment limits held against the service will take precedence over the generic limits set up on the [Payment Period Definition Detail](#) screen (**Early Years Setup | Define Early Years Payment Period**).

## Parameters

If a single funded service is selected, the heading below the **Parameters** panel heading is: **Service Defaults for** followed by the service name.

Existing parameter values set for the selected service for the **Start Year** and payments periods are shown.

If multiple Funded Providers are selected the heading is:

**Bulk Update Parameters to selected Funded Providers for** followed by the **Start Year**.

If all selected services have the same value for a field (e.g. **Actual Weeks per Period**, **2Yr Hourly Base Rate**, **3Yr Hours per Period**) that value is highlighted in yellow to indicate it is a shared value. Calculated values (e.g. **2Yr Hourly Rate**) are not highlighted.

One or more payment periods must have already been set up for the selected **Start Year**. If periods have not been set up you will receive an error message:

Unable to select Funded Service, no Periods defined for Start Year selected.

You can set default payment parameters per period for the selected funded services. Enter **Interim Weeks per Period**, **Actual Weeks per Period** and **Hourly Base Rate** (for ages 2, 3, 4 and over 4).

 Values entered in **Hours per Week** and **Hours per Period** override the defaults defined in **Early Years Setup | Define Early Years Payment Period**.

**Universal Hourly Rate** is automatically calculated for each age group (**Hourly Base Rate** plus **SFF Universal**).

**Extended Hourly Rate** is automatically calculated for each age group (**Hourly Base Rate** plus **SFF Extended**).

If required, select the **Retain existing SFF values during apply** check box to prevent existing SFF values from being overwritten during the update process.

If required, select the **Retain existing Interim Weeks Per Period during apply** check box to prevent existing interim weeks per period values from being overwritten during the update process.

If required, select the **Retain existing Actual Weeks Per Period during apply** check box to prevent existing actual weeks per period values from being overwritten during the update process.

## SFF (Single Funding Formula)

Click on the **Browse** button adjacent to the required age group to display the **Single Funding Formula Chooser** displaying all the Single Funding Formulas that have been defined. A Search facility is provided. Enter a **Formula Code** and/or **Description** (partial entries are allowed) and click **Search**. Select one or more of these by clicking the **Select** button. The selected formula are listed in the bottom panel and may be removed if required by highlighting and clicking the **Remove** button. Click **OK** to update the **Parameters** panel with these Single Funding Formula. If more than one is selected the **Parameters** panel is updated with the total of these.

Two buttons are displayed enabling you to either apply the changes only or to apply changes and update the children at the services.

### Apply changes to selected Funded Services

Click the **Apply changes to selected Funded Services** button to apply these payment parameters to the selected services. The following message will be displayed:

Changes will be applied to the selected Funded Services. Do you wish to continue?

Click the **Yes** button to apply the changes.

After the changes have been applied they are automatically saved. Any new children added to this service following this process will use the new parameter values by default. The individual child rates can be manually updated if required.

### Apply and Update Children to selected Funded Services

Click the **Apply and Update Children to selected Funded Services** button to apply the parameter values to the selected services and then update the existing child rates. A list of the selected services is displayed with the message:

Changes will be applied to the selected Funded Services. Do you wish to continue?


Click the **Yes** button to continue applying the changes and updating the children.

After the changes have been applied they will be automatically saved.

*Child rates will not be updated if an Actual payment has already been generated for the selected funded service and period. If an Interim payment only has been made, the rates will be updated.*

*If the child level hourly rate has been manually changed prior to running **Apply and Update Children**, it will not be overwritten with the new payment parameter values. Also, any recorded SFF spot payment amount for the child will not be affected.*

When you click **Apply changes to selected Funded Services** or **Apply and Update Children to selected Funded Services**, if the system encounters any errors a window will be displayed showing a list of the services that were not processed successfully. Click the **Reprocess All** button to re-run the process for all such unsuccessfully processed services. Alternatively, click the **Close** button to return to the **Payment Parameters** screen.

 Reference Guides **RG\_EY\_Payment Parameters** and **RG\_EY\_Payment and Single Funding Formula** are available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) and on My Account to help you with this process.

## FID Map Vocabulary

### Map Vocabulary

This page is available both pre-migration and post-migration and is opened from Tools | FID | Map Vocabulary.

This page enables you to map the lookup codes that are currently in use by the Provider to the vocabulary terms that have been imported from the DfE. This is an alternative to manually selecting a vocabulary item against a Provider. You can map the same lookup code to more than one vocabulary term. You can map the same vocabulary term to more than one lookup code. You can also unmap vocabulary items.

### Pre-migration

On the Search for Provider panel, use the browse buttons to select multiple values from the lookups and to optionally select the Providers. A list of selected Providers will be displayed. If no selection was made, all Providers will be listed. You can see the Provider Details by highlighting a record and clicking **Open in New Window**.

Once the required Providers are listed, click **Map Vocabulary**. This will open the Vocabulary and allow you to select the term(s) to be associated with all of the Providers listed. To remove mapped vocabulary items against these Providers, click **Unmap Vocabulary** to open the Vocabulary and mark the items that you wish to unmap. Click **Save** to save your changes.

### Post-migration

On the Service Provision Enquiry panel, use the browse buttons to select multiple values from the lookups and to optionally select the Service Provisions.

The following search criteria can be used:

<b>Service Type</b>	<i>Lookup Table ID 0423</i>
<b>Keywords</b>	<i>Lookup Table ID 1115</i>
<b>Applicant Type</b>	<i>Lookup Table ID 0716</i>
<b>Daycare Type</b>	<i>Lookup Table ID 0732</i>
<b>Nursery Type</b>	<i>Lookup Table ID 0432</i>
<b>Ownership Type</b>	<i>Lookup Table ID 0719</i>
<b>Premise Type</b>	<i>Lookup Table ID 0480</i>

A list of selected Service Provisions will be displayed. If no selection was made, all Service Provisions will be listed.

The **Vocabulary Terms Tagged** filter can be set to **Not Specified, Yes** or **No**. You can set this to filter the Service Provisions included in the list based on whether Vocabulary Items have been tagged against them or not.

Against each Service Provision in the list there is a **Mark to Map** checkbox which defaults to unchecked. Check this box for all Service Provisions that you wish to be tagged with the vocabulary terms. You can **Select All** or **Clear All**.

Once the required Service Provisions are listed and have the **Mark to Map** checkbox ticked, click **Map Vocabulary**. This will open the Vocabulary and allow you to select the term(s) to be associated with all of the Providers listed.

To remove mapped vocabulary items against these Service Provisions, click **Unmap Vocabulary** to open the Vocabulary and mark the items that you wish to unmap.

Click **Save** to save your changes.

*This update process can be run more than once to update the Providers vocabulary terms on an ongoing basis e.g. if a new lookup value is entered against a Provider which is mapped to a vocabulary item. It will not overwrite any of the existing vocabulary items selected.*

## FID Vocabulary

### Parent Know How Directory Vocabulary

This page is opened from Tools | FID | Vocabulary.

The Vocabulary List panel displays the Vocabulary provided by the DfE and imported as an XML file. It is a hierarchical list of vocabulary terms with 3 levels. A list of Level 1 terms is initially displayed. To expand click on the + to show their associated Level 2 and Level 3 terms.

Not all vocabulary terms are relevant to Early Years Providers and this page is used to filter those terms that will be displayed on the Provider Details page. By default, all terms are selected and you can deselect them by clicking in a check box against a Level 1 term. The associated Level 2 and 3 terms will also be deselected.

If a term has been tagged against a Provider on the [Provider Details](#) page it cannot be deselected here and a message will be displayed to inform you that this term is in use by this Provider.

## FID Configuration Details

This page is opened from Tools | FID | Setup Details.

The FID Extract Header Details panel is used to enter default information to populate the header of the ECD and FSD XML Extract files.

The **Unique Reference (Href.URI)**, **Creator** and **Publisher** are all mandatory.

**Audience** and **Copyright** are optional.

**Language** defaults to English. In the case of ECD this can be either English or Welsh. In the case of FSD any other language can be selected.

There can be two recipients of the FID data. **Owner 1** and **Owner 2** fields are provided in order to send data to two aggregators.

**FID Mode** should be selected using the drop-down.


### FIS Contact Details

This panel allows you to manage default Family Information Contact Details to be sent to FID (previously PKHD) where the Provider (Service Provision) has elected to keep some or all of their Contact Details private. If the Provider has elected to keep one or more of their Address, Telephone Number and Email Address from appearing on the FID website, you can use this panel to record some other default FIS Contact Details which can be sent to FID so that members of the public have some means of contacting these Providers.

None of the information is mandatory:

<b>Address</b>	Select the Address. This defaults to blank and is optional.
<b>Email Address</b>	Enter a valid email address. If not valid an error message is displayed. The default is blank and it is optional.
<b>Telephone</b>	Telephone number can contain alphanumeric information including spaces. It defaults to blank and is optional.
<b>Default Contact Address Type</b>	The Address Type lookup (Table ID 0087) is used to select an Address Type to be the default. This can then be used to default a Contact Address to be sent to FID.

Click **Save** to save all changes made on this page.

 When the FIS Contact Details are updated and saved, the Provider (Service Provision) records with Contact Information withheld will be flagged to be resent to FID.

## FID Data Management

### Data Management

This page is opened from Tools | FID | Data Management.

It allows you to select which data about a service to be uploaded to the FID. The data can be uploaded to either 1 or 2 FID locations .

This screen allows Service Provisions to be selected based on a number of search criteria. It is possible search on one or more of the following fields:

### Basic Search

- Provider Name
- Service Name
- Service Type (i.e. Childminder, Daycare, Holiday Club)
- Service Open (Open, Closed)
- Ofsted Setting Name
- DC Identifier
- FID Type (ECD, FSD)
- XML Exists (whether an XML file has been created)
- Last Updated From / Last Updated To
- Export Status
  - Processor: Waiting
  - Processor: Not Sent
  - Processor: Entity Not Found



- Processor: Resend
- Exporter: Waiting
- Exporter: Sent
- Exporter: Error
- Owner (drop-down to select Owner1 or Owner2)

### Consent to Publish Search

- Publish to FID checkbox
- Publish Address checkbox
- Publish Telephone checkbox
- Publish Cost checkbox

As well as filtering on a selection of Service Provisions it is possible display all Service Provision records by clicking on the **Search** button with no search criteria entered.

Once a search has been made a list of Service Provisions matching the search criteria will be returned.

The search results list displays data items to help identify the Service Provision (Provider Name, Service Name and Service Type). Some data items displayed can be edited. The editable items are:

- Mark to Resend
- FID Type
- Publish to FID
- Publish Address
- Publish Telephone
- Publish Cost

The **Mark to Resend** checkbox allows you to mark one or more records to be added to the export queue for processing. This facility will allow you to resend records without the need to amend any items of data that would normally trigger an update. You can mark all records by clicking the check box in first row (greyed out line) and then the **Mark All** button.

Only Service Provisions with the **Publish to FID** checkbox ticked can be marked to resend. If you attempt to mark a record to be resent when the **Publish to FID** checkbox is not ticked, the following message will be displayed:

*"The record cannot be resent as 'Publish to FID' is not set".*

Once the required Service Provisions have been marked to be resent, the **Add Marked to Queue** button should be selected. You will be prompted to confirm that you wish to add 'nn' records to the queue.

Additional information is displayed in the list of search results which indicate the status of the Service Provision record if it has been flagged to be sent to FID. 'Last Updated' and 'Export Status' columns determine whether the record has been processed, and/or exported to FID and when the last action took place.

If an XML file has been created for the Service Provision record (when the processor is run), the **XML** column will display the word '**View**' (as a hyperlink). Clicking the hyperlink will display the XML in a separate window that has been generated for the selected Service Provision. This will enable you to see the information that will be (or has been) sent to FID.

You can switch to display the XML as a text file by clicking on **Text View**.

The XML file will be automatically highlighted allowing you to right mouse click and select **Copy** or select CTRL C. You can then paste this into another application to further analysis.

It is also possible to highlight a Service Provision on the list and open either the Provider record (pre-migration) or Service Provision record (post-migration).

## FID Error Log Management

Error Log Management is accessed via the Tools | FID menu route and provides access to manage the error log information that is created when the ECD or FSD processors and/or FID exporter is run.

The Error Log Management area is split into 2 tabs, Logs and Delete Logs.

### Logs

The key functionality on the Logs tab includes the ability to search for and filter on information in the log tables.

The Logs screen allows information from the log table to be selected based on a number of search criteria. It is possible search on one or more of the following fields:

- Process Name (Ofsted Import, ECD Processor, FSD Processor, FID Exporter)
- Message Type (Error, Information, Warning)
- Start Date / End Date
- Log Message Search (allows searching across all log messages)
- Log Sequence From / To
- Owner (defaults to Owner1, use drop-down to change to Owner2)

The search results list displays data the following fields:

- Sequence (as some of the log messages can occur at the same time the sequence will ensure the order of the messages is sequential)
- Message Date and Time
- Process Name
- Message Type
- Short Log Message
- Error Details

An XML file is available for each log message. The 'Error Details' column displays the word **View** (as a hyperlink). Clicking the hyperlink will display the XML in a separate window. The XML will default as Text View which will allow the error to be copied and pasted into a different application for further investigation.

### Delete Logs

Use the **Delete Logs** tab to delete log information from the ISPP\_LOG table to ensure the contents of the table does not become too unmanageable.

The **Select Date** panel displays a **Delete Logs Before** date defaulted to today's date minus 6 months (the date can be amended). Click the **Delete** button to remove log information from the ISPP\_LOG table prior to the date entered. A warning message will be displayed: "This will delete all the logs prior to date <dd/mm/yyyy>. Are you sure you want to continue?"

**Please note:** This process will not remove the log files. Therefore these will need to be manually deleted (if required).

## FID Type Maintenance

This page is accessed using the Early Years | FID Type Maintenance menu route. It is available pre-migration.

Provider Data is sent either as ECD or FSD and this can be amended if required.

Enter search criteria of Provider, Service or FID Type (ECD or FSD) and click **Search**. Matching records will be listed. Select the required record and click **Open**. On the FID Type panel select a different FID Type and click **Save** to save the change.

## EY Maintenance

This page is accessed using the **Early Years | Maintenance** menu route. It is available post-migration.

### Maintain Funded Provider Children

Funded Providers with multiple Service Provisions linked to children are listed. This page enables you to choose which Service Provision the children should be linked to per Funded Provider and unlink the children from the other Service Provision.

Tick the check box under **Retain Children** for the Service Provision that the children should be linked to. Cross the check box (or leave blank) for the Service Provision that the children should not be linked to. Click **Process**. A message is displayed:

“This routine will process selected providers and remove the links between the unselected services and their children. Do you wish to continue?” Click Yes to Continue or No to abandon the process and leave the links unchanged.

To see the details for a Service Provider, highlight it and click **Open In New Window** to open the [Funded Service](#) screen.

### Pupil Premium Eligibility Checks with Carer Declined

A report can be produced to identify children where an eligibility check has been run even though the parent declined check box was selected. These automatic checks can then be deleted from the **Student Details | Early Years Additional Information** panel.

## EY Import Files

### Import Files

The following files are imported:

- Vocabulary and [Controlled Lists](#) are imported on an ad-hoc basis whenever a new version is made available.
- The Ofsted file is scheduled to be imported on a daily/weekly basis.
- External Service Directories/iChIS files are imported

### Console Helper Application

The setting up of parameters in order to run the Ofsted Import and of the parameters for FID processes (ECD and FSD Processor and Exporter) is controlled by the Console Helper Application. This is a separate application included on the **One** DVD. For more information, refer to the **Technical Guide - PKHD Console Applications** document on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

After setting up the required parameters, to import a file go to Focus | Data Management | Import | Import Data


 For detailed instructions on this process see **Manual Step by Step Import**.

After importing the file you can view the Activity Log to see whether or not the import was successful.

## EY Import Children

### Import Children

To import children the Generic Import routine is used. Go to Focus | Data Management | Import | Import Data and select an Import File Type of Early Years Childs FastTrack. This default Import File Specification includes a Data Map for Early Years Child.

 For detailed instructions on this process see **Manual Step by Step Import**.

## EY Pupil Premium Bulk ECS Check

Early Years Pupil Premium (EYPP) is additional funding for early years settings to improve the provision that disadvantaged 3 and 4-year olds receive.

Local Authorities are responsible for checking whether individual children meet the eligibility criteria for EYPP. Information about the child's carers is used to determine whether the child is eligible. This information is submitted to the DWP Eligibility Checking Service (ECS) to perform a bulk check of the eligibility of children for EYPP.

For more information, refer to the **Managing Early Years Payments** handbook on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

The **EY Pupil Premium Bulk ECS Check** page is accessed via **Focus | Early Years | EY Pupil Premium Bulk ECS Check**. The check can be run as a test to find out how many children are eligible. If required, the results can be saved; this updates the student details to reflect whether the child is eligible. There are three steps to the process.

### Submit Check

The **Submit Check** panel displays the details of the last bulk check that has been performed.

To submit a new check for children who are currently flagged as not eligible, click the **Not eligible** button.

To submit a new check for children who have not been checked for eligibility in the last 12 months, click the **Not checked** button.

The **Check Progress Information** panel is displayed.

## Check Progress

The **Check Progress Information** panel displays the **Latest Status** of the bulk check. Click the **Refresh ECS Check Status** button to refresh the results. When the process is completed, the **Progress Results Information** panel is displayed.

## Process Results

The **Progress Results Information** panel displays the information about the bulk ECS check that has been completed.

To save the results of this check and update the student details, click the **Commit Check Data** button.


## Carry Over/Update Routine

This page is accessed via **Focus | Early Years | Carry Over/Update**.

The **Carry Over** routine copies children's hours from one **Period** to another **Period** for selected funded services. The **Update** routine is used to update all children's hours at selected funded services, for a payment period.

You can view details of previous carry overs and updates using the [Carry Over/Update Query](#) page.

Alternatively, click the **New** button to perform a new [Carry Over/Update](#)

 *Reference Guide RG\_EY\_Payments\_Carry Over Update is available from the One Publications website (www.onepublications.com) and on My Account to help you with this process.*

## Carry Over/Update Query

This page is used to view the details of routines that have been previously run.

Select the **Routine**, either **Carry Over** or **Update**. Optionally select the **Routine Run Date** and **To Period**.

Click the **Search** button to display a list of routines previously run, including the **Routine Run Date**, **To Period** and **To Hours Type**.

Click the **New** button to request the [Carry Over/Update](#) routine to be run.

## Carry Over/Update

This page enables you to request the **Carry Over** or **Update** routine.

Select the required **Routine** from the drop-down.

For the **Carry Over** routine, select the **From Period** and **To Period** and the **From Hours Type** and **To Hours Type** using the drop-downs.

If the **From Hours Type** is **Interim**, the **To Hours Type** is **Actual** and the **From** and **To** periods are the same, the **Week per Period** check box is enabled. Select the check box to carry over weeks per period.

If the **Update** routine is selected, the **From Period** and **From Hours Type** fields are not displayed.

The **Overwrite Existing** check box is de-selected by default. This means that, when copying or updating hours, if the hours fields for the **To Period** already contain values, they will not be overwritten. Select the check box to overwrite the hours fields for the **To Period** when copying or updating, even if they already contain a value.

Using the **Carry Over** routine, you can carry over hours from one type (e.g. Interim) to a different type (e.g. Actual), if required. If the **To Hours Type** is **Actual**, the **Auto-populate Paid Hours** check box is displayed. Select this to automatically update paid hours when carrying over actual hours.

**Hours per week** must be entered if the **Update** routine is selected. This updates the hours for all children at the selected funded services.

### Funded Services

Click the **Add** button to open the **Funded Services Search** and select the funded services for which the children's hours are to be copied or updated.

Click the **Process** button.

***Note:** The **Hours Remaining** is recalculated and updated for all eligible children at the selected funded services. The **Hours Remaining** is also updated against other funded services the child attends within their funding year.*

### Logs Panel

After the routine has been run, the **Logs** panel is updated.

### Business Rules

1. Paid hours cannot exceed actual hours. If the specified actual hours value is less than a child's existing paid hours value in the **To Period**, the existing actual hours value in the **To Period** will not be updated. An entry will be made in the **Logs** panel for each record affected with the message:  
Actual Hours less than Paid Hours.  
  
If the specified paid hours value is greater than a child's existing actual hours value in the **To Period** the existing paid hours value in the **To Period** will not be updated. An entry will be made in the **Logs** panel with the message:  
Paid Hours Greater than Actual Hours.
2. The cap hours per week and hours per period are respected for the **To Period**. The cap values are retrieved from the [Payment Parameters](#) for the funded service and payment period that you are carrying over to or updating. The need for an apportionment is determined by evaluating the sum of paid hours per week within the date ranges to which they apply within a payment period. Apportionment is only required if the sum of **Paid Hour Week** values in an overlapping date range exceeds the maximum specified for the payment period or if the **Paid Hours Period** exceeds the maximum specified for the period.
3. If more than one line is present for the child in the **From** or **To Period** following an amendment, the hours will not be carried over. An entry will be displayed in the **Logs** panel to indicate which children have not been carried over for this reason.
4. If the **Overwrite Existing** check box is not selected and the carried over **Paid Hours** entered mean that a child's funding year **Hours Remaining** is exceeded, the **Paid Hours** are reduced accordingly and displayed in the **New Value** column in the **Logs** panel and the **Hours Remaining** are set to 0.

## Controlled Lists

### Controlled Lists

The DfE have defined a number of complementary controlled lists which refer to a number of fields defined in the ECD and FSD schemas. These are imported on an ad-hoc basis when a new version is made available. There is one XML file per list.

### Controlled Lists

- Access Channel - the channels a service is available through e.g. Face to face, Web site, Telephone. These are stored as a lookup with internal and corresponding external codes created.
- Accreditation - different standards and accreditations . May be National or quality awards or local/in house quality assurance awards. These are stored as a lookup with internal and corresponding external codes created.
- Areas Covered - the area where a service is available using standardised ways of expressing Geographical Areas. These are stored as a lookup with internal and corresponding external codes created.
- DCType - not currently required.
- Delivery Channel - the channels through which a service has had permission to be delivered.
- Facility - facilities of a service particularly those which may be of benefit to children and young people who are disabled or have special educational needs and their parents.
  - 📖 an existing lookup 'Facilities' exists with *Table 0475* and the LA will need to link their existing Facility lookup code to one of the external 'controlled lists' codes.
- Languages Spoken - two-letter codes used to identify the world's major languages.
  - 📖 Through One Early Years we store which language(s) are spoken at each Provider. Through One version 3 this information is recorded through Early Years | Settings Focus | Select a Setting | Facilities sub-tab (Languages).
 

Multiple Languages can be selected from the lookup Home Language table id 0002. This lookup has external codes mapped (stored in LEATABLE). These codes are CBDS (Common Basic Dataset) codes that are used throughout One and SIMS.

The CBDS list must not be changed therefore the controlled list LanguagesSpoken (ISO-639-1) is imported into a new table and a translation table created between the ISO-639-1 code and the lookup table\_id 0002 external code.
- Publisher - the owner of the information (there can only be one owner).
- Referral Criteria - used to signpost where referral is needed to access a service. These are stored as a lookup with internal and corresponding external codes created.
- Role - Contact Person's role or job title. There is an existing Role Code table.
- Quality Status – for LAs to identify what level of checks had been carried out (both in terms of the accuracy of information against service provision, and of the service provision itself), when sharing information across LA boundaries.
- PPAYP - Provision of Positive Activities for Young People. A value of Positive Activity to be used for positive activity records, otherwise not required.



# 07 | EOTAS Returns

## EOTAS Census

All Local Authorities (LAs) in Wales are required to provide the Welsh Government (WG) with pupil level data, for all pupils for whom the LA is financially responsible for the provision of education, whether that be in Pupil Referral Units (PRUs) or in other forms of alternative provision referred to as Educated Otherwise Than At School (EOTAS).

The EOTAS Census provides student data in respect of those students not in school. It will also provide additional data on those pupils previously in school but no longer on a school roll, as well as students who may not previously have been registered at school. It is expected that the data which is used to complete the EOTAS Census return will be regularly maintained within the Local Authority thus providing the LA with ongoing data about this vulnerable group of children.

The Census Reference date for 2020 is 14<sup>th</sup> January. All students receiving or scheduled to receive EOTAS, on any day during the census week of 13<sup>th</sup> – 17<sup>th</sup> January 2020, are included in the return. The deadline for the returns to reach the WG is Friday 6<sup>th</sup> March 2020.

The EOTAS Census is generated in v4 Client via **Focus | Analysis Reporting | Data Collection | EOTAS Returns**.

To run this return the user must have read-write access to the EOTAS Census menu (which is only visible for Locale 3), the EOTAS Census Search page, EOTAS Census main page, Home Education Headcount and Summary Reports.

Accessing the EOTAS Returns menu option opens the [EOTAS Returns Census Enquiry](#) page.

## EOTAS Returns Census Enquiry

The search screen provides the functionality to search and check the previously run/saved census enquiry files.

Criteria can be set for the search on the **Description**, **Census Date** and/or **Run Date**. Clicking the **Search** button returns a list of EOTAS returns matching the criteria.

Double click or click the **Open in New Window** button to view details of the selected census in the [EOTAS Returns Census Details](#) page or click the **New** button to generate a new census return.

Clicking **Delete** allows you to delete census returns no longer required or any generated in error.

## EOTAS Returns Census Details

This page allows you to view details of a previously run census or generate a new census return.

The **Basic Details** panel enables you to set the parameters for the return.

Before generating the Census you can record the head counts for Home Educated student by clicking the [Home Education Headcounts](#) button.

### To generate a new EOTAS file

1. Enter a **Description** (mandatory).
2. Select the **Census Date** (mandatory).
3. Enter the number of hours taken to complete the EOTAS Census in the Survey Completion Time field (mandatory).

## EOTAS Returns

4. Set the **Path for Export Files** (mandatory); the default path is C:\Documents and Setting \UserName\My Documents, this can be changed.
5. Select the **Summary Reports Language** (you can view the report in Welsh or English).
6. Click the **Save** button.
7. Click the **Generate** button to generate the individual student level data for the return. A message informs you that you will receive a Workflow Message on completion.

The system generates a list of the students successfully included in the return (this would exclude students specifically excluded from the file because they have failed validation tests). This can be seen on the **Students Included** panel.

Following generation of the census any exceptions are displayed in the [Exception Log](#) panel. The messages may be printed if required.

1. Correct any underlying student level data highlighted in the Exception Messages, and re-process the individual student level data by clicking the **Generate** button again, if necessary.
2. If not recorded earlier, enter headcount figures by age and gender for those pupils educated at home via **Home Education Headcounts**.
3. Click the **Summary Reports** button to review and print the report in the language of your choice; check that the summary data is as expected.
4. Click the **Save as XML** button to save the census file to a location of your choice.
5. The file must then be sent to the WG.

The process generates a file in XML format; a typical file name will be 660XXXX\_EOT\_WAGXX20\_001.XML with a maximum of 27 characters.

The first three characters indicate the Local Authority Number, followed by XXXX. XX20 is the year and 001 is incremental which indicates the number in the series.

If a return is generated in error or a version is not required click the **Delete** button on the [EOTAS Returns Census Enquiry](#) page.

**NOTE:** For more information on the XML message structure, click the following link:  
<https://dataexchangewales.org.uk/SoftwareDevForum.aspx>

## Rules for inclusion

### Ethnicity (mandatory in EOTAS)

This is mandatory for students aged 5 or above as at the 31<sup>st</sup> August of the year before the EOTAS Census Date.

If the Ethnicity tag is not recorded the student will be omitted from the file and an Exception message will be added to the [Exception Log](#).

If a student is not of statutory school age this is optional.

### Free School Meals Eligibility (mandatory in EOTAS)

The system will first check to see if there is a current authorised Free School Meal claim recorded in the One Grants & Benefits module on Census Date. Else it will check Free School Meals eligibility from One version 4 Student Details | FSM History panel, FSM flag applicable on Census Date.

### Hours of Provision (mandatory in EOTAS)

If there is a student Provision record valid on the day of the Census, the Hours Allocated will be used. If the Hours Allocated is 0 this will be included but a warning message will be added to the [Exception Log](#).

### In Care (mandatory in EOTAS)

If there is a Student Details | (Looked After Child) Public Care record valid on Census Date then the child will be considered to be In Care, otherwise they will be considered to be not in care. The mandatory Care Authority will also be retrieved from this record.

### National Identity (mandatory in EOTAS)

This is mandatory for the EOTAS for all students of statutory school age (5 or above) as at the 31<sup>st</sup> August of the year before the EOTAS Census Date. If the National Identity is not recorded the student will be omitted from the file and an Exception message will be added to the [Exception Log](#).

If a student is not of statutory school age this is optional.

### NCY – National Curriculum Year (mandatory in EOTAS)

This is sourced from the student's current NCY at the time of generating the Census. Therefore if the Local Authority generated an EOTAS Census in the academic year following the Census Date, rather than generating during the Census Date's academic year, then the NCYs would be incorrect with respect to the Census Date.

### Postcode (optional in EOTAS)

This is sourced from the student's *current* correspondence address at the time of generating the Census.

### SEN Needs (mandatory in EOTAS)

The system will output the first two SEN Needs either from One v4 SEN Assessment Involvements or One v3 SEN Assessments active on Census Date, or if none exist, it will output the first two SEN Needs imported from schools active on Census Date if any exist. These are accessed in v4 Client via **Focus | People | Student | Student Details – Links Report – SEN Needs**.

### Unique Learner Number (ULN)

The Unique Learner Number (ULN) is an important administrative tool, which brings benefits for learning providers and learners. The ULN is allocated for pupils aged 14 and over in maintained schools in Wales. It is an optional field; the maximum length specified for this tag by the Welsh Government is 10.

Further information and guidance on ULNs can be found at:

<http://wales.gov.uk/topics/educationandskills/schoolhome/schooldata/ims/learnerregistration/>

### Unique Pupil Number (UPN)

A unique pupil number (UPN) identifies each pupil attending a state funded school. Allocated on first entry to a school, the UPN is generated using a nationally specified formula and is expected to remain with a pupil throughout their school career regardless of any change in school or local authority.

It is possible that there will be a number of pupils for whom a UPN has not been allocated, e.g. a pupil who has never been registered at a maintained school. If a UPN cannot be found for a pupil, a new UPN must be allocated by the LA, using the UPN generator located at the following location:

<https://www.gov.uk/government/publications/unique-pupil-numbers>

**IMPORTANT NOTE:** A UPN should not appear in printed format. If this does happen, the printed document should be kept securely and shredded immediately to prevent inappropriate use or breach of security.

## Home Educated Headcounts

Clicking the **Home Ed. Headcounts** button opens the **Elective Home Education Headcounts during the week of <Census Date>** dialog. This is in the form of a grid in which to enter the number of students, separated by gender and age as at 31<sup>st</sup> August preceding the Census Date, for who the Local Authority has authorised should be educated at home.

## Exception Log (EOTAS)

The **Exception Log** panel displays all student validations, enabling you to check for data issues once the census file has been generated. The panel is accessed via **Focus | Analysis Reporting | Data Collection | EOTAS Census | EOTAS Batch | Exception Log**.

Use the **Looking For** and **Search By** fields to locate the required EOTAS census validations. You can only select censuses that have already been created and generated. All the validations can be printed, if required.

Once you have selected a census, you can use the validation information to update the relevant student records and re-generate the affected census. You should then check the panel again to ensure that all validation criteria are met.

The browse lists the census under the following headings:

- **Name**
- **Student ID**
- **Gender**
- **DOB**
- **NCY**
- **UPN**
- **Failure ID**
- **Message.**

*The Failure IDs displayed on the exception log are the same IDs that are provided in the latest Welsh Government (WG) Common Basic Dataset (CBDS). The latest WG CBDS can be found at the following location:*

<https://www.dataexchangewales.org.uk/SoftwareDevForum.aspx>

## 08 | Eligibility for Student Exclusion Details

Exclusion details for the 2018-19 academic year are included in the EOTAS 2020 return. The exclusion details of students who meet all the following criteria are considered for the EOTAS 2020 return:

- The student must have been an active EOTAS student on the exclusion Start Date.
- The exclusion Start Date must be between 1 September – 31<sup>st</sup> August of the previous academic year, eg. The 2020-21 EOTAS return is run in January 2021, so the previous academic year is 1<sup>st</sup> September 2019 – 31<sup>st</sup> August 2020.
- The exclusion must have been from any EOTAS base, not just PRU bases as was previously the case.
- The exclusion must be either a Permanent or Fixed (which includes lunchtime) exclusion only. Reinstatement exclusions should not be collected.

### Summary of EOTAS Data Fields

The following tables are a representative of the modular groupings and order as per the School/Pupil CBDS (Common Basic Dataset).

#### Establishment Level Data Modules

School Identifiers			
Field Name	Field Length	Field Type	Sample Data
LEA Number	3	Alphanumeric	111
Establishment	4	Alphanumeric	1234

Survey Details			
Field Name	Field Length	Field Type	Sample Data
Survey/Data Extraction Type	5	Alphanumeric	EOTAS
Survey Completion Time	3	Alphanumeric	123

Elected Home Education Details			
Field Name	Field Length	Field Type	Sample Data
Gender	1	Alphanumeric	M
Age	2	Alphanumeric	12
Headcount	3	Alphanumeric	123

## Individual Pupil Level Data Modules

Pupil Identifiers			
Field Name	Field Length	Field Type	Sample Data
UPN (Unique Pupil Number)	13	Alphanumeric	Z123456789012
ULN (Unique Learner Number)	10	Alphanumeric	1234567890
Former UPN	13	Alphanumeric	A123456789012
Surname	35	Alphanumeric	Name
Forename	35	Alphanumeric	Name
Middle Names	35	Alphanumeric	Name
Date of Birth	10	Date	2000-01-01
Gender	1	Alphanumeric	M
Pupil Characteristics			
Field Name	Field Length	Field Type	Sample Data
Pupil National Identity	3	Alphanumeric	WAL
Pupil Ethnic Code	4	Alphanumeric	BAFR
Source of Pupil Ethnic Code	1	Alphanumeric	P
Pupil Free School Eligibility	15	True/False	False
Pupil In Care Indicator	15	True/False	True
Pupil In Care – Authority Code	3	Alphanumeric	111

Pupil Status			
Field Name	Field Length	Field Type	Sample Data
Pupil NC Year Group	2	Alphanumeric	10
Pupil Post Code	8	Alphanumeric	NN1 1NN

Special Educational Needs			
Field Name	Field Length	Field Type	Sample Data
SEN Provision (Code of Practice)	1	Alphanumeric	S
SEN Type	4	Alphanumeric	BESD

EOTAS			
Field Name	Field Length	Field Type	Sample Data
Category of Provision	3	Alphanumeric	PRU
Hours of Provision	4	Alphanumeric	15.5
LEA	3	Alphanumeric	111
Establishment	4	Alphanumeric	1234
Other Category	100	Alphanumeric	Description

Exclusions Data			
Field Name	Field Length	Field Type	Sample Data
Start Date of Exclusion	10	Date	2016-12-15
Exclusion Reason	2	Alphanumeric	BU
Pupil Exclusion Category	4	Alphanumeric	FIXD
No. of sessions missed (for fixed term exclusions only)	3	Alphanumeric	123
LEA	3	Alphanumeric	660
Establishment	4	Alphanumeric	4100

**NOTE:** For more information on the Educated Other Than At School census (EOTAS), please refer to the Welsh Government website:

<https://beta.gov.wales/educated-other-than-at-school-pupil-level-collection>




# 09 | Activities

## My Activities

My Activities are displayed on **My Home Page** which provides summary information about each activity that the person logged in is involved with. Activities can represent School, Home or other Agency visits, meetings (e.g. Panel Meetings, Case Conferences) or can represent work that a Caseworker has to do such as write up a report or preparation time.

By default all activities that are **current** or in the future are listed. You can restrict the list of activities or include past Activities by selecting a different date from the drop-down calendar.

You can view or update details of an existing CSS Activity by clicking on the **Activity Type**. Alternatively, clicking on the **New** icon opens a blank [CSS Activity Details](#) page allowing a new Activity record to be created.

 This method of adding a new Activity can only be used for Activities that are not linked to Involvements. Activities that are linked to Involvements must be added via the **Activities** link on the **Involvements** page (see below).

Click the **Refresh** button to display all of your activities.

Click on **Calendar** to open the [My Calendar](#) page which allows you to view your complete calendar.

When you click on an **Activity Type** to open the **Activity Details** dialog, if any of the people linked to the Activity have an associated Risk or a Parent/Carer or Sibling who is deceased an [Alert Message](#) displays to warn you of the fact.

### Activities and Involvements

Activities can be linked to involvements. To add an activity to an involvement, click the **Activities** link on the **Involvements** page. This opens the [Activity Enquiry](#) from where you can search for an existing activity or add a new one. It is not possible to link an involvement to a pre-existing activity, as an activity must be specific to its linked involvement.

### Activities and Results Organiser

If your Local Authority has a current licence for PULSE, Activities can be linked to Results Organiser which can then be used to analyse outcomes and aims and so assess the level of success or failure of an Activity. For example you can define a Results Organiser Template that has Every Child Matters (ECM) Outcomes as the Aspects and with marks 1-10, and by linking an Activity to this template you can track trends in the ECM Outcomes.


Please see [Link to Results Organiser](#) for more information.

### Activities and Outlook

When you save an Activity, if the Activity Owner has a valid Outlook email address **and** has Update Online Calendar set to true in **One** v3, then the Activity will be added to their Outlook Calendar.

Please see [Outlook Calendar Synchronisation](#) for further details.


## CSS Activity Details

 Reference Guide **RG\_Activities\_Creating an Activity** is available from the **One Publications** website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

This page displays the details of the selected activity. If you have sufficient access rights you can edit an existing activity or enter details for a new one.

A **Wizard** is available allowing you to move through each panel by clicking **Previous** or **Next** at the bottom instead of scrolling down the page. Click the **Wizard** icon again to return to a scrollable form.

You can switch the feature panels on/off by clicking the **Show/Hide** button at the top of the page. The **Show/Hide** button includes drop-down options allowing you to customise the desktop by selecting the feature panels you wish to show.


The size of each panel can be adjusted by hovering the mouse on an outside edge of the panel, when the cursor changes shape , "click and drag" to the required size.

Upon opening the **Activity Details** page the **Links** panel is populated with [hyperlinks](#) to other areas of the system which are appropriate to booking Activities.

When adding a new activity, the **Activity Owner** is entered by default. This is the name of the person creating the activity. This can be changed to a different person if you have access rights to create activities for other people. You must also enter a **Service Team** and click the **Continue** button. You must then select an **Activity Type**.

The following panels are available to enter further information:

- [Activity Details](#)
- [Activity Duration](#)
- [Location Details](#)
- [EPM Activity](#)
- [Focus](#)
- [Target Group](#)
- [Additional Details](#)
- [Activity Time](#)
- [Linked Activity](#)
- [Recurring Activity](#)
- [Link People](#)
- [Visible to Online Users.](#)

 Some fields on the **Activity Details** page can be set to mandatory. One checks that the mandatory fields are completed, if not, a validation message is displayed. [Mandatory fields](#) are set via **Tools | Set Mandatory Field | Mandatory Field Admin**.

Click the **Workflow** button to create a [Workflow Item](#) and assign it to a user or post. The workflow item displays in **My Workflow Messages** on the [My Home Page](#).

Click the **Memo** button to store relevant information against the record. When the record is saved, the **Memo** icon changes from blue to red.

Click the [Set ACL](#) button to define access level to data for individual users or users in a specific post or group.

Click the **Data Panels** button to display the [View/Hide Data Panels](#) dialog. The purpose of this dialog is to give you the option to hide panels which are infrequently used.

Click the [Alerts](#) button to display the **Alert Messages** dialog for the current record. These messages are displayed when the record is opened.

Click the [SQL Mail Merge](#) button to display the **SQL Mail Merge** dialog for the current record. SQL Mail Merge is created using the Entity.

Click the **UDF Manager** button to display the **UDF Manager** dialog. UDFs (User Defined Fields) enable you to add extra fields to accommodate data items that one does not store.

Click the **Sign Off** button to electronically sign off the activity record. The [digital signature](#) records who signed off the activity and the date.

Click the [Clone](#) button to create a copy of the current activity. Linked people can also be cloned at this point.

Click the **Copy Alerts** button to copy any alerts to recurring activities.

Click the [Recurrence](#) button to create recurring sequences of an activity.

## Activity Details

### Activity Details Panel

Each Activity must have:

- An **Activity Owner**

- A **Service Team**.


Once the Activity has been saved the Service Team cannot be changed.

and

- An **Activity Type**

The **Description** field will hold up to 200 characters.

The **Activity Type**, **Service Name** and **Description** display in the **Activity** list on the **My Home Page**. The **Type** and **Description** are displayed in the **Calendar** entry.

 If you change the name of an **Activity Owner** and the activity has **Linked** or **Recurring** activities, the owner of the linked and recurring activities is updated to be the new person.

## Activity Duration

### Activity Duration Panel

By default the Start Date, End Date and Complete By Date will be the current date unless the Activity is being added via the Activity Calendar, in which case these Dates will all be the date that was selected on the Calendar.

Any of these dates can be deleted or edited but there must be a Start Date and either (or both) of the other dates for the Activity to be saved.

If there is **no End Date**, the Activity will be recorded as a **Task**. A Task must have a **Complete By date**.


The Recurring Activity checkbox will be ticked if this Activity is part of a recurring series (see [Recurrence](#)).

The **Main Activity** checkbox will be:

- Empty if this Activity is not part of a recurring series.

## Activities

- Marked with a tick if this is an Activity that has one or more [Linked Activities](#) or is the first Activity in a [recurring series](#) - an Activity thus marked can be made into another recurring series if required.
- Marked with a cross if this is part of a recurring series but is not the first Activity in the series - an Activity thus marked cannot be made into another recurring series.


 This panel is not available for [Linked Activities](#).

## Location Details

### Location Details Panel

Location Details are optional. The location could be a Base or School Site or the home address of a Child or Parent/Carer. The **Location** field allows you to search for the Address location for the School, Site, Child or Parent/Carer via the [Address Enquiry](#).

If you select a Base, the **Main Site** for that base will be entered into the **Site** field and the **Address** of that site will be entered into the **Location** field. All of these fields can be edited if required; any address on the system can be selected as the **Location**.

 Any activities recorded for a base can be accessed from the **Activities** link on the **Base Definition** page.

## Additional Activity Details

Panels are available to link one or more EPM Activities, Focuses and/or Target Groups to the Activity.

- The EPM Activity tree view is currently defined in the **One** v3 EPM module.
- The Focus(es) can be chosen from those linked to this Service Team in the Services Focus | CSS Service Team Administration.
- The Target Group(s) can be chosen from those linked to this Service Team in the Services Focus | CSS Service Team Administration.

### Other Details

This panel allows you enter optional details such as the **Originator**, **Booking Status\***, **Group Size\***, **Travel Miles**, and a **Follow Up Date\***.

\*These fields are not available for [Linked Activities](#).

## Activity Time

### Activity Time Panel

This panel records a breakdown of time spent during different phases of the Activity. The time elements listed here are determined by those set for this Service Team on the CSS Service Team Definition page.

Up to six Time Categories may be displayed - Follow-Up, General, Onsite, Preparation, Support Time and Travel.

Double click on an Activity Time to make it editable and enter the time in **days** and/or hours.

Mandatory time elements are indicated with a red box.

As times are entered, the **totals** below are updated.

## Linked Activity


### Linked Activity Panel

An Activity can have any number of Linked Activities and will then be marked as a **Main Activity**.

The **Linked Activity** panel displays details of any activities already linked and enables you to Add, Edit or Remove **Linked Activities** if you have suitable access rights. See [Linked Activity Details](#).

- A Linked Activity cannot have recurrences added to it.
- You cannot add a Start Date, End Date, Start Time, End Time or Complete By date to a Linked Activity since these are part of the Main Activity details.
- By default a Linked Activity will have the same Activity Type as the Main Activity but this can be changed if necessary.
- Any Activity times added for a Linked Activity will be included in the [Activity Time](#) panel on the Main Activity details page.

An Activity with one or more Linked Activities is marked with a  icon on the Calendar.

 If you change the name of an **Activity Owner** and the Activity has Linked and/or Recurring Activities, the Owner of the Linked/Recurring Activities will be updated to be the new person.

## Linked Activity Details

### Linked Activity Details

The **CSS Linked Activity Details** window displays when you click the **Add** or **Edit** button on the **Linked Activity** panel of the **Activity Details** page.

Most of the functionality is the same as the main [CSS Activity Details](#) page with some exceptions:

- The **Activity Owner** cannot be changed from here. These must be the same as the **Main Activity**. The Service Team cannot be changed.
- The **Activity Duration** panel is not available
- The [Location Details](#) are the same as those available for a Main Activity.
- The [Additional Activity Details](#) (EPM Activity, Target Group, Focus etc) are the same as those available for a Main Activity, with the exception of Booking Status, Group Size and Follow Up Date, which are not available.
- The time Categories available in the [Activity Time](#) panel are those defined for the Service Team responsible for the Main Activity.
- Other Activities cannot be linked to a Linked Activity.
- People cannot be linked to a Linked Activity.


## Recurring Activity


### Recurring Activity Panel

If this is a **Main Activity** in a recurring sequence the associated Recurring Activities will be listed in this panel. The details displayed cannot be changed from the panel; in order to view or edit the details for one of the listed recurrences, double click on the line to open the Activity Details for that recurrence.


To create a recurring sequence of activities, click the [Recurrence](#) icon at the top of the page.

## Activities

A recurring activity is indicated with a  icon on the Calendar.

 If you change the name of an **Activity Owner** and the Activity has Linked and/or Recurring Activities, the Owner of the Linked/Recurring Activities will be updated to be the new person.

- If an Activity has Linked People and you then create a recurring series from it, the Linked People will be copied to the recurrences.
- If you link people to a Main Activity **after** creating a recurring series, they will not be copied to the recurrences but must be linked to each Activity separately if needed.

 Reference Guide **RG\_Activities\_Recurring Activities** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

## Link People

### Link People Panel

 Reference Guide **RG\_Activities\_Activities and Linked People** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

Any number of people can be linked to an existing Activity. For example these could be children, staff, parents/carers etc., some or all of who might be required to attend meetings. When you have linked a person you will then have the opportunity to link some or all of their **Key Contacts**.

After you create a new activity, the name of the activity owner and the subject of the involvement are included in the **Link People** tab. Click the **Add** icon to link more people to the activity.

The **Link People** grid can be scrolled from left to right and has columns for relevant data, some of which can be edited from here. These include details such as their base, role, checkboxes to indicate if they are if they are the **Lead Practitioner**, if they are the **Subject**, whether they are scheduled to attend and/or have actually attended the Activity, their **Activity Attendance code**, the time spent on the Activity, **Group Size** and **Support Type**.


- If an Activity already has Linked People and you then create a recurring series from it, the Linked People will be copied to the recurrences.
- If you link people to a Main Activity **after** creating a recurring series, they will not be copied to the recurrences but must be linked to each Activity separately if needed.

### Linking People to an Activity (including adding Key Contacts)

To link people to an activity, click the **Add** icon. This opens a dialog with two tabs. The first tab is the [Person Enquiry](#) which lets you search for and select people using known criteria. The second tab is **Key Contacts**. If you want to add the key contacts of a person who has already been linked to the activity (for example a Base Contact of a child who is the subject of a Case Conference), highlight their name and click the **Add** icon. Select the **Key Contacts** tab to select them and link them to the activity as well.


See **Key Contacts** for further details.

Click the **OK** button to close the **Key Contacts** window and return to the **Activity Details** page, with these people selected. The people will not be saved against the activity until you click the **Save** button at the top of the **Activity Details** page. This creates the link between the activity and the people.



 If the person you are linking has a deceased parent, carer or sibling an Alert Message will warn you of this when you save. A similar Alert Message will also be displayed whenever the Activity is opened.

If necessary people can be removed from the list using the **Remove** icon.

## Edit Linked People

You can add or edit all the details concerning a linked person's role in the Activity directly in the grid. Alternatively, select the name of the person you wish to edit and click the  Edit icon. This opens the [Linked Person](#) window where you can add further details or edit details that are specific to this person's role in the Activity.

## Linked Person Memo

When you select a name in the grid the Linked Person Memo icon at the right hand end of the grid displays  if no Memo has been recorded for the person and  if a Memo **has** been recorded for them in this context. Click on the icon to add, read or edit a memo.

## Linked Person

The Linked Person window is opened by highlighting a Linked Person's name in the [Link People](#) grid and clicking the **Edit** icon. It allows you to add or edit further details for a person that are specific to the Activity, as an alternative to editing them directly in the grid. There are three panels - **Role/Establishment**, **Linked Person Details** and **Activity Support Type**.

Use the Enquiry/Search facilities to enter the relevant Base and Role of the Linked Person.

If you enter a Start and End Time for the person's involvement with the Activity the Total Time will be calculated automatically. You cannot type into this field.

A checkbox is available to indicate that the person is scheduled to attend the Activity and another allows you to record actual Attendance.

Two further checkboxes allow you to indicate that this person is they are the **Lead Practitioner**, and if they are the **Subject** of the Activity. You can also record the **Group Size** if required.

You can select any number of Activity Support Types for the Linked Person - click the **Add** icon to open the **Activity Type Search**.

## Visible to Online Users

This panel enables the local authority to specify whether they would like the activity they are creating to be visible online for users at the base they have selected.

If an activity is set to be visible online for a specified base, then any linked documents and linked activities are also visible online. Therefore, only information relevant to the base should be included.

If a user needs to view activities for their base in CSS Online, the **Is Online User** check box must be selected via **v4 Client | Tools | Team Structure | Posts | [Post Definition](#) | Post Details**.



## Recurrence


### Activity Recurrence

 Reference Guide **RG\_Activities\_Recurring Activities** is available from the **One Publications** website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.


Clicking the **Recurrence** icon in the Task Bar opens the **Activity Recurrence** window and allows you to create a repeated series of Activities based on the details entered for the original Activity. The original Activity will then become a **Main Activity**.

You can only add one recurring series to each Main Activity - if you try to create a second recurring series you will be asked to confirm that you wish the first series to be deleted and a new series created based on your choices.

- The **Start** and **End Times** default to those for the Main Activity but can be edited.
- Select the **Recurrence Pattern** - **Daily**, **Weekly**, **Monthly** or **Yearly**.
- Select the **Range** of the series - i.e. the Start Date, and either a number of occurrences or the date by which the series must end.


 Please note that entering a different start date for weekly, monthly or yearly recurrences will update that entered in the **Range** panel. The **Start Date** of the **Main Activity** will also be updated.

Click the **OK** button to close the **Activity Recurrence** window and return to the **Activity Details** page. The recurrence will not be saved until you click the **Save** button on the **Activity Details** page.


An activity that is part of a recurring series is indicated with a  icon on the calendar.

## Link to Results Organiser

### Results Organiser and Activities

 Reference Guide **RG\_Activities\_Link to Results Organiser** is available from the **One Publications** website ([www.onepublications.com](http://www.onepublications.com)) to help you with this process.

Activities can be linked to Results Organiser which can then be used to analyse outcomes and aims and so assess the level of success or failure of an Activity. For example if you define a Results Organiser Template that has Every Child Matters (ECM) Outcomes as the Aspects and with marks 1-10, by linking an Activity to this template you can track trends in the ECM Outcomes.

 The link between Activities and Results Organiser will only be available if your Local Authority has a current licence for **PULSE** **and** the Service Team has had at least one Activity Template added in Service Team Administration. If these criteria have been fulfilled the the link will still be inactive until the Activity has at least one linked person and has been saved.

You can only link one Template at a time to an Activity.

Clicking the **Results Organiser** icon in the Task Bar opens the **Select Template** window. This lists all the Results Organiser Templates that are appropriate to the Service Team that is responsible for this Activity.

Double click on the Template you would like to link to this Activity or click on the template name and click **Select** or **Open**. The Results Organiser Grid will open, populated with the names of all the people who are linked to this Activity and the Aspects defined for this template. This has more limited functionality than the same grid that is displayed as a panel within **Results Management** - please see [Results Organiser Grid \(Activities\)](#) for more details.

## Results Organiser Grid (Activities)

The version of the Results Organiser Grid that is opened by linking a Template to an Activity is displayed as a modal window. This is very similar to the panel version that is available within Results Management but has some important differences that are described here.

- The major difference between this and the Results Management Results Organiser Grid is that if you are linking a Template to an Activity, the **Populate Grid** functions will not be available to you. This is because the Template will have been pre-defined for use with Activities that may have both adults and students linked. For this reason also the grid refers to People rather than Students.
- The **Save As** function is limited to **Marksheet (All)**
- The **Populate Results** function is limited to **All Results**



*If you wish to use the functions that are not available with the modal window version then you can save the grid as a Marksheet and open the Marksheet in Results Management.*

You can enter the results directly in the grid or, if the associated results are already held in the database for those Aspects you can select the required Aspect(s) and click Click the **Populate Results** button to return **All Results** data

The data may be edited by adding new results and changing existing results; copy and paste functionality is available by right-clicking on a cell and selecting appropriately. If an invalid result value is entered in a cell an error message is displayed. Some columns may be defined as **Read-Only** which may not be edited unless you are the author; such columns have a different background colour.

Each column has “click sort” functionality, which orders the grid by the selected column.

Edited data may be saved to the database by clicking the **Save** button. **Results History** can be viewed by right-clicking on a cell. Where more than one result per Aspect per person is stored in the database a small RED triangle is displayed in the cell; the hover information will indicate (Multiple Results). Right-click to view the history.

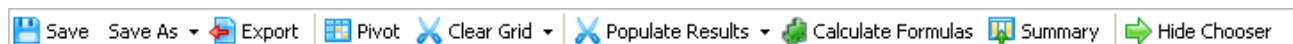
Contextual data columns may subsequently be added to the grid by right-clicking on a name and selecting Contextual Data. This will open the **Choose Contextual Data** dialog.

Hovering on a cell containing a result will display the **Result Date**.

## Results Analysis Function Icons (Activities)

Go to [Results Organiser Grid \(Activities\)](#)

The function icons along the top of the grid allow you to manipulate the analysis and are very similar to those available in Results Analyses opened from Results Management. When you are using Results Analysis directly from an Activity rather than through the Results Management Focus, the only **Save As** option is **Marksheet** and you cannot set a date filter for **Populate Results**.



## Activities

<b>Save</b>	Saves the Analysis to the database, incorporating any edited results.
<b>Save As</b>	Allows you to save the People and Aspects (All) as a Marksheet.
<b>Export</b>	This exports the Analysis as an XML spreadsheet. The spreadsheet will automatically be displayed.
<b>Pivot</b>	This option will transpose the axes. It will not allow you to transpose the axes if there are too many people (Max. 250).
<b>Clear Grid</b>	Gives options to clear the whole grid (All), clear Columns or Rows.
<b>Populate Results</b>	Automatically starts a background process to gather data for the analysis. If the data is subsequently edited or one or more rows (people) are deleted from the grid and this button is clicked again, the process will be repeated and the edited data will be overwritten. This method will once again generate data using the original cohort.
<b>Calculate Formulas</b>	Formulae fields are indicated by <i>f</i> . Data can be edited and recalculated as required. Populate Results allows you to gather the original data.
<b>Summary</b>	Clicking Summary inserts a group of rows at the foot of the grid showing calculations based on the <b>Number of Results</b> , <b>Total Points</b> , <b>Mean Points</b> , <b>Maximum</b> and <b>Minimum</b> result.
<b>Hide Chooser</b>	This is Show/Hide which toggles the Populate Grid panel.

## Clone an Activity


Cloning an Activity creates an exact copy of the original activity.

When you have cloned an Activity you should then edit some or all of the details in order to create a unique record.

- If the Activity being cloned has [Linked Activities](#) you will be given the option of cloning the Main Activity only, or the Main Activity **and** its associated Linked Activities.
- If the Activity being cloned has [Linked People](#) you will be given the option of cloning the Main Activity only, or the Main Activity **and** its associated Linked People.
- If the Activity being cloned is part of a recurring series the **Recurring Activity** checkbox will **not** be ticked on the clone so that, if you wish, you can create a recurring series from the new Activity.

## Calendar

### Activity Calendar

 Reference Guide **RG\_Activities\_Activity Calendar** is available from the One Publications website ([www.onepublications.com](http://www.onepublications.com)) to help with this process.

The Calendar page can be opened from the **Links** panel on Activities, Students or People, or by clicking on **Calendar** in the [My Activities](#) panel on the Home Page. By default the Calendar page shows all your Activities and **Tasks**. If you have appropriate access rights you can also view **other people's calendars**.

The page is split into three panels:

- Monthly date selection calendar
- [Tasks](#)

- [Activity Calendar view](#)

You can [Add, Delete or Edit Activities](#) from the Activity Calendar View (if you have sufficient Access Rights).

## Layouts

The **Layouts** drop-down lets you choose how you wish to display the main Calendar:

- Hours: You can display **24 Hours** or limit the display to **Working Hours**.
- Days: You can display a single **Day**, a **Work Week**, a **Full Week** or a **Month**.

To view a different date, select it in the date selection calendar panel. Click **Hide Calendar** to hide both this panel and the **Tasks** panel.

## People

If you have appropriate access rights you can view the calendars of up to four people simultaneously. Click **People** to open the [Person Enquiry](#) search.

Please see [View Someone Else's Calendar](#) for further information.


## Outlook Calendar





When you save an activity, if the Activity Owner has a valid Outlook email address entered in **Focus | People | Person | Contact Details** and has the **Update Online Calendar** check box selected, then the activity is added to their Outlook calendar. Please see [Outlook Calendar Synchronisation](#) for further details.

## Activity Calendar Panel

The Activity Calendar panel will display a day, week or month and either 24 hours or Working Hours, each depending on the setting chosen via the **Layouts** drop-down.

All your Activities and **Tasks** for the selected period are displayed.

 If you are viewing someone else's calendar, if you have accessed it via their **Person Details** links you will be able to see their Tasks in the Tasks panel. In all other cases the Tasks panel only shows tasks for the person who is currently logged in.

- A Recurring Activity is indicated with a  icon.
- An Activity with one or more linked Activities is indicated with a  icon.
- Activities that start in the afternoon are displayed with a different coloured background to those that start in the morning.
- When viewing the Calendar in the month layout, the start and end times of Activities are indicated by clock icons i.e.  and .

You can [Add, Delete or Edit Activities](#) from the Activity Calendar View (if you have sufficient Access Rights).

## Add, Delete or Edit an Activity from the Calendar

### Add an Activity from the Calendar

- Use the Calendars to navigate to the start date of the new Activity. Depending on the layout view you can click on the start date and/or time of the new Activity then use shift + click on the end date/time to select the complete time and date range.
- Right-click and click on **Add Appointment/Activity**.
- The [Activity Details](#) window opens. The dates and times will be those selected in the Calendar view but they can be changed if appropriate.
- Select the Activity Type (mandatory) and any other optional details and save. To create a **Task**, simply clear the **End Date** field.
- The new **Activity** will now be displayed on the Calendar. New tasks will be listed in the **Tasks** pane the next time you open the Calendar view.

### Delete an Activity from the Calendar


- Use the Calendars to navigate to the date of the Activity you wish to delete, right-click on it and select **Delete Appointment/Activity**.

### Edit an Activity from the Calendar

- Use the Calendars to navigate to the date of the Activity you wish to edit and either double click on the Activity or right-click and select **Add/Edit Appointment/Activity**.
- The [Activity Details](#) window will open for you to edit as appropriate.
- Changes made to the Start Date, End Date, Start Time, End Time and Complete by fields and saved will be reflected in the Calendar of the Activity owner.


## Tasks Panel

This panel on the Calendar page lists all of your Tasks in date order. A Task is created when an Activity is recorded that does not have an end date; instead it has a "Complete By" date.

 *If you have accessed the Calendar for another person via their Person Details links panel you will be able to see their Tasks in the Tasks panel. In all other cases the Tasks panel only shows tasks for the person who is currently logged in.*

## View Someone Else's Calendar

By default the system displays the full view of your Calendar for today's date. With the **appropriate access rights** you can view other people's calendars - you can view up to four calendars simultaneously.

 If you have accessed the Calendar for another person via their Person Details links you will be able to see their Tasks in the Tasks panel. In all other cases the Tasks panel only shows tasks for the person who is currently logged in.

Click on **People** at the top of the Calendar page to open the [Person Enquiry](#). If you wish to view the calendars of more than one person simultaneously you can multi-select from the Enquiry window.


If you select a different layout then all the calendars being displayed will reflect the change.

If you have sufficient access rights you can [Add, Delete or Edit an Activity](#) for another person from their calendar. Changes made to the Start Date, End Date, Start Time, End Time and Complete by fields and saved will be reflected in the person's Calendar.

## Outlook Calendar Synchronisation

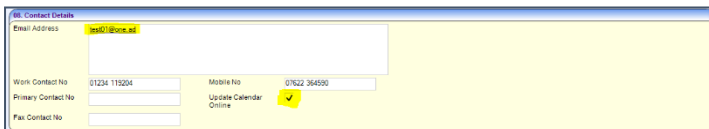
### Outlook Synchronisation

The **Activity | Calendar** can be synchronised with Outlook. To be able to use the calendar, the **Calendar Server Settings** in the **Application Server | Configuration Utility** must be set up by a System Administrator.

 Please see the *Technical Guide – Installing and Configuring One v4* available on My Account.

## Activity Calendar

For an activity to be added to a person's Outlook Calendar, the Activity Owner must have a valid Outlook email address entered in **Focus | People | Person | Contact Details** and the **Update Online Calendar** check box must be selected.



 Calendar entries for other people can also be made in One, providing they have the above criteria set.

If these two conditions are not met then only the person's [Activity Calendar](#) (CSS Calendar) is updated; their Outlook calendar is not updated and the following message displays:

Synchronisation to Outlook failed.  
 Configuration for Outlook not found.  
 Please note that the Activity Details have been saved successfully.

If the two conditions are met, then the details of the activity are added to the person's Outlook Calendar as follows:

Activity Details Field	Outlook Appointment Field
Start Date, Start Time	Start Time
End Date, End Time	End Time
Service Team, Activity Description	Subject
Base, Site, Location	Location

## Activities

Activity Type Description, Focus Type Body  
Description\*, Originator description

\*Multiple values will be comma separated

A prefix of *One System Appointment* is also added in the **Subject** field, in order to denote that the appointment is a One appointment.

### Using the Calendar

Select the **Calendar** link in the **Links** panel to display the One calendar. The following functions are available:

- Adding a new activity
- Modifying an existing activity
- Deleting an existing activity.

To add a new activity to the calendar:

1. Right-click on the calendar, select **Add Appointment / Activity** to display the **Activity Details** dialog.
2. Select the **Activity Owner** from the browse (the Subject is the default option).
3. Select the **Service Team** from the browse.
4. Click the **Continue** button to display the **Activity Details** window.
5. In the **Activity Details** panel, select the **Activity Type** from the drop-down list.
6. Enter a **Description**.
7. In the **Activity Duration** panel select a **Start Date** from the calendar.
8. Enter a **Start Time**.
9. Enter an **End Date**.
10. Enter an **End Time**.
11. Click the **Save** button to save the activity details.  
One checks for any overlapping entries and displays an **Overlapping Activities** dialog if there are any existing activities.
12. On the **Overlapping Activities** dialog, click the **Continue Save** or **Cancel Save** button as required and return to the calendar. The calendar is updated with the activity.

To modify an activity in the calendar:

1. Right-click on an existing activity in the calendar and select **Edit Appointment / Activity** to display the **Activity Details – Edit Activity** dialog.
2. Edit the **Activity Details**, **Activity Duration**, **Location** or **EPM Activity** panels.
3. Click the **Save** button to save the updated activity. One checks for any overlapping entries and displays the **Overlapping Activities** dialog.
4. On the **Overlapping Activities** dialog, click the **Continue Save** or **Cancel Save** button as required and return to the calendar. The calendar is updated with the new details.

To delete an activity in the calendar:

1. Right-click on an existing activity in the calendar and select **Delete Appointment / Activity** to display the following message:  
Are you sure you want to delete this activity?
2. Click the **Yes** button to delete the activity from the calendar.



## Recurring Activities

If the activity is a Recurring Activity, then all the recurring appointments are added.

## Editing Synchronised Activities

If a synchronised Activity is subsequently edited then the appointment will be updated in the Activity Owner's Outlook Calendar. If an entire Recurring Activity series has been edited then all the recurring appointments in the series will be updated in the Activity Owner's Outlook Calendar.

## Overlapping Appointments

The system will also check the Activity Owner's Outlook Calendar for any overlapping appointments and will inform you. You will then have the choice of whether to continue to update the Outlook Calendar or cancel the update. Even if you decide to cancel the calendar update, the Activity will be saved and updated in the Activity Owner's CSS Calendar. If you wish to delete/edit the Activity in CSS then you must do this manually through the Activity Form.

## Deleting Synchronised Activities

If the Activity has been deleted in CSS then this appointment will also be deleted from the Activity Owner's Outlook Calendar. If an entire Recurring Activity series has been deleted then all the recurring appointments in the series will be deleted from the Outlook Calendar.

## Activity Enquiry

The Activity Enquiry page is opened by clicking on **Activities** in the Links panel.

By default the **From Date** is today's date, so the list includes all current and future Activities with which the person is linked.

- To restrict the list to a date range you can enter a **To Date** or to view past Activities you can enter a **From Date** that is in the past.
- The name of the person the enquiry has originated from will be entered but you can select a different name if you wish.

Click **Search** to regenerate the list of Activities if you have made a change to any of the search criteria.

Double click on an Activity or click the **Open** icon to display the [Activity Details page](#).

 *When you open an Activity, if any of the people linked to the Activity have an associated Risk or a Parent/Carer or Sibling who is deceased an **Alert Message** will pop up to warn you of the fact.*

# 10 | Bases Focus

## Bases Focus

The **Bases Focus** is accessed by selecting **Bases** from the **Focus menu**. It allows you to view and update details of an existing base, add details of a new base not known to the system so that students and their results can be associated with the base, or delete a base.

A link to **Bases Online** enables full **Bases** functionality within the v4 Online environment.

[Base Enquiry](#) is used to search for an existing base.


To add a new base, click on **New**. A message will ask 'Do you wish to add a Base from the National Database'. Click on 'Yes' to open the **National Base Enquiry** or 'No' to add the details in [Base Definition](#).

### National Base Enquiry


Enter at least two characters of the **Base Name** or the whole of the **School Number** (Base No) and click on **Search**. The number of bases found that match the criteria is displayed beneath the browse. To limit the number of bases returned from the enquiry, select the **Intake Gender** and the **LA** from the drop-down lists. The matching bases will be displayed in the browse. Select the required base by double-clicking in the browse or by highlighting and clicking **Select**.

## Base Enquiry

**Base Enquiry** is available in the **Bases Focus** to search for an existing base. You can limit the number of bases returned from the **Base Enquiry** by entering information into one or more of the following: **Base Name**, **Base Type**, **Active**, **Base Selection**, **School Number**, **URN**.


 When the **Base Enquiry** is opened from an **Assessment Manager** project you can also search on **Assessment Stage**.

Click on **Search** to display matching bases in the browse. To view or update the details, select the required base by double-clicking or by highlighting it and clicking **Open in New Window**.

You may expand or collapse the Base Enquiry panel by clicking the  icon. Click the down arrow and check **Automatically Collapse** if you wish the Base Enquiry panel to collapse after every search.

To delete a base, highlight it in the browse and click on **Delete**. You will be prompted with a message 'Are you sure you want to delete this Base'. If you select Yes, the base will be deleted, otherwise it will remain highlighted in the browse.

You can switch the feature panels on/off by clicking the **Show/Hide** button at the top of the page. The **Show/Hide** button includes drop-down options allowing you to customise the desktop by selecting the feature panels you wish to show.

The size of each panel can be adjusted by hovering the mouse on an outside edge of the panel, when the cursor changes shape , "click and drag" to the required size.

## Base Definition

Base Definition consists of panels for:

- Basic Details
- Assessment Stages

## Bases Focus

- Terms and Opening Times
- Principal Site Details
- Principal Site Contacts
- Site Room/Location Details
- Sites
- User Defined Fields

Links are available to [Activities](#), **Equipment**, **Exclusions** and **Pupil Funding Transfers Summary** for Base.

A link to **Provision Summary** allows Provision by Base to be defined.

Clicking the **Alerts** icon opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are displayed when the person record is opened.

Clicking the **SQL Mail Merge** button opens the [SQL Mail Merge](#) dialog for the current record, showing the name of the person logged on and the area where the Mail Merge is being created.

Clicking the **UDF Manager** button opens the **UDF Manager** dialog for the current entity. It displays the **Entity Selector** and **Design** and **Preview** tabs.

**UDF Management** can also be found in **Tools | Administration**.

Clicking the **Bases Online** button opens the One v4 Online application enabling full **Bases** functionality.

### Basic Details

The Basic Details stored for the Base are **Name**, **Official Base Name**, **Base Type**, **LA**, **Control**, **Education Office**, **SEN School Type**, **Cost Centre**, **School No**, **URL**, **URN** and **Active**, **Inactive Date**, **Inactive Reason**.

### Assessment Stages

Select the check boxes to indicate which Key Stages (1-5) or EYFSP are provided for at this Base.

### Terms and Opening Times

The panel displays all Term dates, but can be limited by selecting the **Academic Year Starting** from the dropdown.

Highlight a record and click on **View** to open a read-only window of the **Base Term Details** (Term Details and Opening Times).

### Principal Site Details

A base must have one principal site. The **Site Name** is the **Base Name** entered in **Basic Details**. The **Address** details for this site are selected by clicking on the **Select** button which opens the **Select Address** facility and double-clicking on the required address. The **Telephone number(s)**, **Fax** and **Email** address are optional.

### Principal Site Contacts

The **Name** and **Telephone Number** of the **Caretaker**, **Key Holder** and **Transport Contact** at this site are optional.

### Site Room Location Details

Details of Site/Room locations can be **Added** or **Removed**. The **Name** and **Description** are stored.

## Sites

A base must have one principal site. Additional sites can be added after the details of the principal site have been saved. The panel displays details of any additional sites recorded. You can **Edit** an additional site after highlighting it. To add a new site, click on **Add** and enter the **Site Name** and **Site Contacts**.

## User Defined Fields

User Defined Fields (UDFs) are set up in **Tools | Administration | UDF Management** and by clicking on the **UDF Manager** button. They allow you to add extra fields to accommodate data items that the system does not store. When defined they are stored in a series of UDF tables.

## Migration to v4

For advice on migrating Bases from v3 to v4, check the **Advice to LAs Migrating Bases to v4** and **One Bases v4 Online Handbook** documents on the One Publications website ([www.onepublications.com](http://www.onepublications.com)).

# 11 | System/Statutory

## UK Bases

The **UK\_BASES** table is the **National Database of Schools** table used in extended searches for schools in One, One Online (v3 and v4) and A&T Back Office.

**Warning:** Changes made to UK\_BASES via the routine in Admissions and Transfers Back Office will be maintained. It is possible that updated data in the UK\_BASES\_EDU table is more accurate than the previously modified data. LAs should consider manually reviewing the data for all edited bases.

## Changes to UK Bases

For each release, the **UK\_BASES** table, which is a view of two tables **UK\_BASES\_EDU** and **UK\_BASES\_EDITED**, is refreshed with the latest school data.

The **UK\_BASES\_EDU** table is updated with the latest English and Welsh school information as provided by the Department for Education (DfE) and the Welsh Government (WG) EduBase.

The existing data in the **UK\_BASES\_EDU** table is not deleted, but updated accordingly with the insertion of the new schools.

If the **Retained** check box is selected for any UK Bases, then those bases are not updated. Also, schools from other locales remain unchanged.

### Address List of Schools

For England, the register of schools and colleges containing full details of each establishment can be found by clicking the following link:

<https://get-information-schools.service.gov.uk/>

For Wales, the current names, addresses and telephone numbers of nursery, primary, middle, secondary, special, independent schools and pupil referral units can be found by clicking the following link:

<http://gov.wales/statistics-and-research/address-list-of-schools/?lang=en>

# 12 | Services

## Services

The **Services** menu is accessed directly from the **Focus** menu.

This focus provides the functionality to add [Service Details](#), create [Categories](#), [Providers](#) and set up the link between the **Service** and **Service Provider**.

For costing and analysis purposes each Service can be included in a Category, assigned to a Provider and linked together. Such Services are used within Involvements, Provision and Exemplars.

Selecting the **Service** menu opens the [Service Enquiry page](#).

## Service Enquiry

The **Service Enquiry** page provides fields in which to enter or select search criteria. A search may be made on **Description** and/or **Service Category**. Alternatively, leave the search criteria fields empty and click **Search**. This will return a list of all Services in all Categories.

Entering search criteria and clicking **Search** will return a list of Services matching the criteria. Details of each Service can be seen in the lower panel by selecting the **Open** icon, you can then use the green up and down icons to move to the previous or next item.

You may expand or collapse the Enquiry Search Criteria panel by clicking the icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a search. This setting will take effect on all Enquiry pages.

**Double clicking** on an item in the list or clicking **Open in New Window** will open the details form in a new scrollable window. In all cases a **Wizard** is available allowing you to move through panel by panel using **Previous** (Alt + <) or **Next** (Alt + >) instead of scrolling, (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first panel respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.

Selecting a Service opens the [Service Definition page](#). To add a new Service click the **New** icon. This will display a blank page in which to enter new details.

## Service Definition

A Service record must have a **Description** comprises, **Basic Details**, **ContactPoint CCS Provision Defaults** and **Additional Details** The information entered for a selected Service will be displayed; this may be edited. To add a new Service from the Service Definition page, click the **New** icon. This will display a blank page in which to enter new details.

### Basic Details

Enter a **Description** of the Service and select a **Service Category**. A Service can be included in multiple Service Categories. Service Categories are defined in the Services | [Service Category](#) focus.

The Category allows you to filter Services when defining a [Service Provider Link](#).

The **Universal Service** box indicates whether the Service is available to all children or whether criteria must justify its use. This checkbox must contain a true (tick) or false (cross) value; if the record is saved and the box is empty the save process will default it to True.

The **Service Type** is a DfE requirement for Crystal reporting.

## ContactPoint CCS Provision Defaults

This panel allows you to set ContactPoint defaults for **Send to ContactPoint** and **ContactPoint Sensitive Service Provision**. If there are no entries in the Service Involvement/Referral **Reasons** panel of an Involvement or if the defaults for **Send to ContactPoint** and **ContactPoint Sensitive** have not been set, a new Involvement/Referral takes its defaults from the Service.

## Additional Details (ICS only)

There are two fields to complete **Unit** and any **Notes**. The **Unit** field relates to how the Service is provided, ie Per Hour, Per Item, Per Month, etc. The **Notes** box allows you to enter relevant information in free-text format.

## Unit

The **Unit** field relates to how the Service is provided, ie Per Hour, Per Item, Per Month, etc. This is not used for defining CSS Provision Unit Costs.

## Service Categories


The creation of Categories allows you to put Services into logical groups. Selecting this option opens the [Service Category Enquiry](#) page which allows you to search and open for edit the required [Service Category details](#) page or create a new Category. New Categories are automatically included in the Categories drop-down list. The drop-down list is available to the Service Enquiry page to use as a search criterion. It is also used in other areas, eg Provision, where a Category or Categories must be selected. This list is populated on the Service Definition page.

## Service Category Enquiry

The **Service Category Enquiry** page allows you to search for a known Category or add a new one.

A search is made on **Description**. Alternatively, leave the **Description** box empty and click **Search**. This will return a list of all Categories.

Entering a search criterion and clicking **Search** will return a list of Service Categories matching the criterion. Details of each Service Category can be seen in the lower panel by selecting the **Open** icon, you can then use the green up and down icons to move to the previous or next item.

You may expand or collapse the Enquiry Search Criteria panel by clicking the  icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a search. This setting will take effect on all Enquiry pages.

**Double clicking** on an item in the list or clicking **Open in New Window** will open the details form in a new scrollable window. In all cases a **Wizard** is available allowing you to move through panel by panel using **Previous** (Alt + <) or **Next** (Alt + >) instead of scrolling, (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first panel respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.

Selecting a Service Category opens the [Service Category Definition page](#). To add a new Service click the **New** icon. This will display a blank page in which to enter new details.



## Service Category Definition

A Category is a method of grouping Services and Providers. It also allows you to filter the search for Services.

The definition of a Category comprises a **Category Code** and a **Description**.

To add a **Category**, click the **New** icon. This will open a blank Category Code definition page.

Enter a **Code**, up to five characters, and enter a **Description**, this is a free text box in which to enter an appropriate description of the category, for example,

<b>Code:</b>	SOCSV
<b>Description</b>	Social Services

Click **Save** to make the Category available for **Service Definition** and for selection in the **Service Provider Link** focus.

## Service Providers

This area allows you to add and edit Service Provider records. Once added to the database a Provider can be associated with a Service in the [Service Provider Link](#) area, this allows costings of each Provision to be monitored.

Selecting the Service Provider menu option opens the [Service Provider Enquiry](#) page for you to edit an existing Provider record or add a new one.

## Service Provider Enquiry

The **Service Provider Enquiry** page allows you to search for a known Provider or add a new one.

A search may be made on **Provider Type**, **Charity Number** and/or **VAT Number** (not relevant to CSS licence holders). **Agency** is the only type recognised by CSS Provision migrated records.

### Search on Provider Type

To search on Provider Type, you must select a **Type** from the drop-down list and then click the browse icon at the side of the adjacent field to select an entity associated with the Type, for example, if the Provider Type selected is **Agency**, clicking the browse icon will display a list of Agencies from which to choose or clicking the browse icon for Provider Type **Base** will open the **Base Enquiry** dialog to search for the required Base. CSS Provision will only recognise Agency as a Provider Type.

*A search will not filter on individually selected **Provider Type** or associated entity. Both fields must contain a selected value.*

The **Charity** and **VAT Number** fields are free text fields in which to enter the appropriate number(s); this will narrow the search. Alternatively, leave the search boxes empty and click **Search**. This will return a list of all Providers. (Relevant to ICS licence holders only)

Entering a search criterion and click **Search**, this will return a list of Providers matching the criterion. Details of each Provider can be seen in the lower panel by selecting and clicking the **Open** icon, you can then use the green up and down icons to move to the previous or next item.

You may expand or collapse the Enquiry Search Criteria panel by clicking the double arrow icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a search. This setting will take effect on all Enquiry pages.

**Double clicking** on an item in the list or clicking **Open in New Window** will open the details form in a new scrollable window. In all cases a **Wizard** is available allowing you to move through panel by panel using **Previous** (Alt + <) or **Next** (Alt + >) instead of scrolling, (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first panel respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.

Selecting a Service Provider opens the [Service Provider Definition page](#). To add a new Provider click the **New** icon. This will display a blank page in which to enter new details.

## Service Provider Definition

This page provides the facility to define Service Provider records, making them available for selection, where applicable, throughout the system.

To create a Service Provider record select a **Provider Type** from the drop-down list, then click the browse icon at the side of the adjacent field to select an entity associated with the Type. For example,

Provider Type	Select from... or Search
Agency	Select Agency list. These are defined in the <b>One</b> client CSS module. CSS Provision only recognises this type for migrated records.
Base	Base Enquiry to locate required Base
Person	Person Enquiry to find person by name, ID Type etc
Post	Post Definition Enquiry, based on Post Description and Reports to category. These are defined in the Organisation   Posts focus.
Provider	Early Years Provider Enquiry which covers Nurseries, schools with nursery facilities and Settings.

*If the browse icon is selected and a **Provider Type** has not been selected the system will not display a dialog to select from or search.*

The **Charity** and **VAT Number** fields are free text fields in which to enter the appropriate number(s). These numbers can be used as search criteria. (Not relevant to CSS licence holders)

Click **Save** to make the Provider record available for selection and to be associated with a Service.

## Service Provider Links

This menu option allows you to create an association between a Service and a Service Provider. When this option is selected the [Service Provider Link Enquiry](#) page is opened allowing you to search on Provider, Service and/or Category.

**CSS Licence Holders:** A Service Provider Link is a prerequisite of a Provision record.

## Service Provider Link Enquiry

The Service Provider Link Enquiry page is opened by selecting the [Service Provider Links](#) menu option. It allows you to first search for an existing association between a Service and Service Provider; if no link exists you may create one by clicking the **New** icon.

You can search on one or more of the four criteria fields. These fields are **Provider**, **Service**, **Category** and **Charge Type** (*Lookup Table ID 1062*). Clicking the adjacent browse icon or drop-down list allows you to select or locate appropriate items from the related Browse or Enquiry dialogs.

If a **Category** is selected first, the same **Category** will populate the Category field on the **Service Enquiry** dialog. A search will then return all Services associated with that Category.

Entering a search criterion and clicking **Search** will return a list of Provider Links matching the criterion. Details of each Provider Link can be seen in the lower panel by selecting and clicking the **Open** icon, you can then use the green up and down icons to move to the previous or next item.

You may expand or collapse the Enquiry Search Criteria panel by clicking the double arrow icon (the arrows on the icon will invert appropriate to the next available action). Clicking the adjacent down arrow gives you the option to **Automatically Collapse** following a search. This setting will take effect on all Enquiry pages.

**Double clicking** on an item in the list or clicking **Open in New Window** will open the details form in a new scrollable window. In all cases a **Wizard** is available allowing you to move through panel by panel using **Previous** (Alt + <) or **Next** (Alt + >) instead of scrolling, (Ctrl+Alt+>/Ctrl+Alt+< will take you to the last or first panel respectively). To return to a scrollable form click the **Wizard** icon again. Clicking **Finish** will save the record.

Selecting an existing Service Link opens the [Service Provider Link definition](#) page. To add a new Service Provider Link click the **New** icon. This will display a blank page in which to enter new details.

## Service Provider Link

This page allows you to define a link between a **Service** and a **Provider** or edit an existing one. The link setup includes adding a **Start Date** and an **End Date** (if applicable), indicating the period for which the linked Service is available or from when it is available, and recording a **Charge Type** which will be applied to the Service.

The **Services Provider Link** page displays **Provider Link Details**, **Provider Details** and **Contact Details** of the Provider.

**CSS Licence Holders:** A Service Provider Link is a prerequisite of a Provision record.

### Provider Link Details

<b>Provider Name</b>	This is populated by clicking the browse icon and searching or selecting for a Provider, based on Provider Type, from the related search or browse dialog. Providers are defined in the <b>Service Provider</b> focus. Clicking the icon will clear the contents of the field.
<b>Service Name</b>	Services are defined in the <b>Services</b> focus, this field is populated by clicking the browse button and searching on the <a href="#">Service Enquiry</a> dialog. Clicking the icon will clear the contents of the field.
<b>Start/End Dates</b>	A Start Date is mandatory and indicates from when the linked Service is available. If the Service is only available for a limited period an End Date must be entered. The date

## Services

	will be shown in <i>dd/mm/yyyy</i> format but can be entered in any format, eg <i>dd.mm.yy</i> , <i>d.m.y</i> , or by selecting from the drop-down calendar.
<b>Charge Type</b>	For example, <b>Equipment</b> or <b>Equipment Hire</b> . This is Lookup is populated in Tools   Administration   Lookups   <i>Table ID 1062</i> .
<b>Notes</b>	This is a free text box in which to enter relevant information.

## Provider Details

The Provider Details comprises of, **Address**, **Email** and **Phone/Fax Numbers**. The address may be automatically populated if stored in the database, alternatively, select an address using the **Address Selector**.

This is the official address of the Provider not an individual contact address.

## Contact Details

The Contact Details panel will display contact information about the selected Provider. Contact Details can include, if applicable, Name, Gender, Profession, Address, Email, Names and contact Phone Numbers.

The information will vary according to the Provider Type and some will obviously not have contact information, eg Post. If, for example, the Provider Type is **Person**, the system will add the selected person as the default Contact; if the Provider Type is **Base**, the Head Teacher is the default Contact.

*The Contact will always be a person.*

These details may be changed; when the Contact is changed and the record is saved; it is stored in a separate database table. If the new Contact details are subsequently removed, the system will automatically reinsert the default Contact details.

## Charging Details

The Charging Details panel allows you to define the unit cost or change an existing unit cost for a Provision Cost Type. It allows you to preview the results and of the proposed change and the affects of the update, in a printable report.

**CSS licence holders:** *this is the only place in which to add or edit Unit Costs.*

The list shows the **Start** and **End Dates** and **Cost per Unit**, **Unit** (per Day, Hour), the **Hrs/Week Calculation** (if relevant), whether **INSET Days** are included in the cost and a **Description**. If a Unit Cost is changed, a new row will be added to the list with a new Start Date and an End Date if applicable. An End Date must be applied to the preceding record.

The **Delete** icon enables you to delete a Unit Cost, but the validation check will not allow you to delete a Unit Cost if Provision records exist for the associated Cost Type.

To add Charging Details click the **Add** icon. This action will open the **Charge Rate Dialog**, in which to enter new cost details. The same dialog is opened in **Edit** mode, which will then show existing details. If a Unit Cost is changed in edit mode the original row will be updated accordingly.

Enter a **Start Date**. As amounts will vary from time to time this date is important. A calendar is available by clicking the down-arrow. If relevant also enter an **End Date**.

**Cost per Unit** must be entered and a **Unit** selected. The Unit list is hard coded and cannot be changed.

Indicate in the **HRS/Week Calculation** box whether the charge rate is by hours per week.

Charge details for a Service Provider using a Unit of Annual School would, by default, exclude INSET Days from cost calculations; ticking the **Include INSET Days** box allows Local Authorities to include these days as part of the cost calculation.

Click **Save**.

When a Unit Cost is **Added** or **Edited**, clicking the **View Affected Provisions** button will display a report allowing you to preview the affects of the change **before** saving the record. This report is titled "Provision Cost Amendment".

## Provision Unit Charge Report

This report is opened when the **View Affected Provisions** button is clicked on the Charging Details panel in Service Provider Links.

It displays the **Proposed Charge Amendments** showing the Old and New Charge details.

For each affected Provision record the **Affected Provisions** section shows the Service Team and Base including the Subjects and Provision Start and End Dates.

The **Print** button will send a report showing the contents of the dialog to your defined printer. **Export**, **Search** and **Zoom** functionality is also available.

## CSS Provision Year

Provision Manager allows you to set the Provision Years for CSS and SEN provision records. Provision Years must be set up to allow Provision records to be created.

The Provision Year is set via the Tools | Year Definition **menu**

When this menu option is selected it opens **Provision Manager** which will list Provision Years already defined on the Provision Year panel.

To define a new Provision Year select a **Provision Year Type Academic or Financial** and click the **Add** icon in the **Provision Year History** panel. This will open the **Year Details** dialog. The **Updated By** and **Last Updated** fields are read-only and will automatically be populated with user and date information.

- Enter the **Year**, eg 2009.

This will automatically populate the **Year Range** and **Start** and **End Dates** based on the selected Year Type.

If a Year Type is not selected, the system default is Financial Year.

- The dates may be edited by clicking the calendar drop-down arrow adjacent to each field or by entering the dates in any format. Tabbing to the next field will change the date into the system format.
- Click **OK**.

A year may be removed by clicking the **Remove** icon, for example it may be that a year has been defined in error, eg Financial instead of Academic.

Provision Years cannot be deleted if records exist for that year.

Future years can be defined, for example, to allow Provision requirements and associated costs to be spread over a period of years.

## CSS Service Team Administration

The **CSS Service Team Administration** option enables you to create a new Service Team, edit or delete an existing one. It is accessed via the **Focus | Services | CSS Service Team Administration menu**

A Service Team must be linked to an Establishment which represents a hierarchical Team Structure with Posts and Team Members. System Users (mapped to People within the People Database) will occupy those Posts over time. A hierarchy of Posts can be established.

When selected the [CSS Service Team Enquiry](#) page is opened.

A Service Team can be deleted if there are no records attached to it. If there are records attached to the service team, these must be deleted.

## CSS Service Team Enquiry

The **CSS Service Team Enquiry** is accessed via **Focus | Services | CSS Service Team Administration**. The page enables you to search for a specific Service Team or by clicking the **Search** icon you can view a list of all Service Teams.

**Double clicking** on a Service Team name or clicking **Open** will open the [CSS Service Team Definition](#) page in a new scrollable window. You may wish to add more codes to the lookups which are controlled on each lookup panel, eg Activity Types.

You can also click the **New** button to set up a new service team.

Clicking the **Delete** button enables you to delete a service team.

**Note:** *Deleting a record should only be carried out in accordance with the LA's policies and processes with regards to data retention.*

If a deleted service team is mentioned in another service team's [ACL](#), the ACL is updated for the remaining service team's record.

When a service team is deleted, it is recorded in the audit trail via **Tools | Audit Trail | [Audit Trail](#)**.

The following service teams cannot be deleted as they are seeded services:

- SEN (ID – 9999999999)
- Exclusions (ID – 9999999998).

## Deleting a Service Team

A service team can be deleted only if no records are attached to it.

In order to delete a service team, permissions must be granted via **Tools | Permissions | User Group Processes | CSS Administration | CSS Service Teams Administration**.

To delete a service team:

13. Select **Focus | Services | CSS Service Teams Administration** to display the **CSS Service Team Enquiry** page.
14. Select the service team you wish to delete.
15. Click the **Delete** button to display the **Service Team Confirm Delete** dialog. The dialog displays the number of records, if any, that are attached to a record type, e.g. Activity, Involvement, Case Note.

16. If there are no records attached, click the **Confirm Delete** button.

The deletion is recorded via **Tools | Audit Trail**.

## CSS Service Team Definition

Records such as Involvements, Activities, Provisions, etc are owned by a specific CSS Service Team, and access is controlled accordingly. The [CSS Service Team Administration](#) menu option provides Service Team setup.

The first panel defines the Service Team displaying the **Service Team Name**, the **Address** and the facility to record an associated **Telephone Number** and **Service Email** address, whether the Service Team Involvements will be **Excluded** (default) or **Included** in Summary Reports and the **Establishment** to which the Service Team is linked. The values for **Service Type** and **Organisation Name** are provided by ContactPoint and are populated when the ContactPoint **GetConfig** routine is run. The **Send to ContactPoint** and **ContactPoint Sensitive Service** flag may be set, if necessary.

Checking the **Show Hearing Impairment** and/or **Show Visual Impairment** boxes will enable the link to the HIVI details for the Service Team from an Involvement record.

Lookup Codes in the following areas can be set up once and then made available for use in multiple specific Service Teams: Communication Categories, Activity Types, Activity Focuses, Activity Target Groups, Activity Support Types, Provision Funding Bodies, Provision Reasons, Activity Time Categories, Activity Attendance and Service Categories.

***Service Categories** must be selected for the Service Team to be available for selection for Involvements and Activities.*

The **Activity Templates** panel is specific to PULSE licence holders. If you try to add a template and your Local Authority does not hold a PULSE licence a message will be displayed informing you that you do not have a licence.

The **Charge Type** panel allows you to link a Charge Type to a **Service** allowing it to be independent of an individual Service Provider link. This also allows multiple Provision records linked to a Charge Type for a specific Service, to be maintained easily in bulk. Charge Types are defined in **Services | Provision Charge Types**.

**Save** the record.

Functionality at the top of the page includes: allowing you to add the Involvement to [Set ACL](#), control [Data Panels](#), and **Clone** the current Service Team. This will create an exact copy of the original; this may then be modified with a new name for identification purposes and minor adjustments to lookups and categories, if necessary.

*A default Access Control List (ACL) set for the Service Team will automatically cascade to all its records. This can be amended at individual record level.*



## CSS Service Team Workload

The CSS Service Team Workload option allows Service Team members to view, edit or create Involvements and Activities for an individual or Service Team. It is accessed via the Focus | Services | CSS Service Team Workload **menu**.

The page consists of four panels:



- **Service Team Structure**
- [Involvements](#)
- [Activities](#)
- **Workflow Messages**

### Service Team Structure Panel

The Service Team Workload opens with the **Service Team Structure** in the form of a navigation tree.

At the top of the navigation tree is the name of the currently selected **Service Team**, followed by Involvements for this Team **without** specific Caseworkers, Admin Officers and Activities for this Team. A further option allows you to view All Involvements for the Service Team which includes Involvements with and without specific Caseworkers assigned.

Then, each for each Post associated with the Team, all the people associated with the Post are listed (whether they have any Involvements/Activities or not).

Use the  and  to expand and collapse the tree.

Selecting one of the following items in the hierarchy will cause the relevant associated items for that Team or person to be listed in the panels below:

- Involvements without specific **Caseworkers assigned**.
- Involvements without specific Admin Officers assigned.
- All Involvements for the **Service Team** (includes Involvements with/without specific Caseworkers assigned).
- Activities for the **Service Team**. This lists all Activities for the selected Service Team and can be filtered by date.
- People in **post**. This lists all Involvements and Activities for the person. By default Involvements are only listed for the selected Service Team but a checkbox allows you to list a person's Involvements for all Service Teams to which they belong. Activities are listed for all Service Teams to which the person belongs.

### Involvements (Workload)





This panel displays all Involvements which have been assigned to the selected Person or Service Team. For each Involvement it will show the Subject of the Involvement, the type of Involvement form (CSS Involvement Form, SEN Assessment, SEN Standalone Review, SEN Statement Review and SEN Tribunal), Status, Start and End Dates, Service Team, Caseworkers and Case File Number, Case Status and Involvement ID.

By default current/future records are shown. Use the **Date Range** fields and the **Involvements Without Subjects** check box to filter the involvements that you wish to view.

Involvements are only listed for the selected Service Team but a checkbox allows you to list a person's Involvements for all Service Teams to which they belong.

Click the **Group By Status** button to order the forms based on the statuses. This will help track workload and provide a simpler view of involvements based on statuses.

If the Involvement is associated with a Timeline, an icon will indicate the status of the current Timeline Activity:

-  Warning Date has been reached/exceeded
-  Target Date has been reached/exceeded
-  Timeline is In Progress
-  Timeline is Complete

 *This relates to the **current Timeline Activity** only, whatever the status.*

Items on the panel Task Bar allow you to add a **New Involvement** (this option will not be available unless you are in a Post which is in a Team), **Refresh** and **Delete** from the list. A **Subject Search** is also available by entering name details.


## Activities (Workload)

Activities can represent School, Home or other Agency visits, meetings (e.g. Panel Meetings, Case Conferences) or can represent work that a Caseworker has to do such as write up a report or preparation time.

This panel displays a list of Activities for the selected Person or Service Team. If you have selected a person rather than a Service Team, Activities are listed for all Service Teams to which they belong.

By default all activities that are **current** or in the future are listed. You can restrict the list of activities or include past Activities by changing the From and To dates.


You can view or update details of an existing CSS Activity by clicking on the **Activity Type**. Alternatively, clicking on the **New** icon on the panel Task Bar will open a blank [CSS Activity Details](#) page allowing a new Activity record to be created for this individual. Other items on the panel Task Bar allow you to **Refresh** or **Delete** an item from the list.

 *This method of adding a new Activity can only be used for Activities that are not linked to Involvements. Activities that are linked to Involvements must be added via the **Activities** link on the **Involvements** page.*

# 13 | SEND Portal Management

The **SEND Portal Management** page is accessed in the v4 Client via **Focus | Services | SEND Portal Management**. It enables online forms from the Citizen Self Service and Professional portals to be reviewed by the local authority teams.

When a Special Educational Needs and Disabilities (SEND) form is submitted via the portals, any child who has not been successfully matched to a student in One, or who has been successfully matched but for who there are differences (conflicts) between some details of the incoming child and the matched student, is processed via **v4 Online | Portal Back Office | Data Transfer**. The incoming students are listed under the **SEND Dummy Base**.

 For more information, refer to the Matching Students via One Portal Back Office Handbook available from the One Publications website.

## Searching For SEND Forms

To search for a Special Educational Needs and Disabilities (SEND) form:

1. Select **One v4 Client | Focus | Services | SEND Portal Management** to display the **Search Forms** page. The list of forms display in the browse below the filter panel. The list can be ordered by selecting any of the headings:
  - Form Name
  - Form Submitter
  - Child or Young Person Name
  - Child or Young Person DoB
  - Form Received Date
  - Form Reference Number
  - Status.
2. Select a filter; you can search using **Type of Form**, **Start Date** or **End Date**.
3. Click the **Search** button to display the [forms](#) according to the search filters.

## SEND Form Details

The **SEND Portal Management | Form Details** page displays the following information, depending on who has submitted the form:

- Form Name
- Child or Young Person name
- Form Received Date
- Form Submitter
- Professional Role
- Organisation Name
- Professional Address
- Mobile Number

- Work Phone
- Form Reference
- Status.

## Reviewing SEND Forms

Before you can review a Special Educational Needs and Disabilities (SEND) form, it must have been processed via **v4 Online | Portal Back Office | Data Transfer**.

To review a SEND form:

1. Select One v4 Client | Focus | Services | SEND Portal Management to display the browse list.
2. Use the search filters to reduce the number of visible forms.
3. Click a record to display the **Form Details** page. The form can be approved, rejected or more information can be requested. A form can also be resubmitted to B2B.

For more information, see the following sections:

- [Approving SEND Forms](#).
- [Rejecting SEND Forms](#).
- [Requesting More Information for SEND Forms](#).
- [Resubmitting SEND Forms to B2B](#).

## Approving SEND Forms

A Special Educational Needs and Disabilities (SEND) form is approved in the v4 Client via **Focus | Services | SEND Portal Management**.

To approve a SEND form:

1. Select a form to display the **Form Details** page.
2. Click the **Approve** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.
4. Click the **Approve and Send Message** button to inform the applicant that their form submission has been reviewed and is being processed accordingly.

A confirmation message is displayed containing the following information:

Application Accepted. The applicant has been notified.

Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

Form Reference. SND-<1505-1234ABCD>.

## Rejecting SEND Forms

A Special Educational Needs and Disabilities (SEND) form is rejected in the v4 Client via **Focus | Services | SEND Portal Management**.

To reject a SEND form:

1. Select a form to display the **Form Details** page.
2. Click the **Reject** button to display the **Process and Send Message** page.
3. If required, make changes to the default message.

4. Click the **Reject and Send Message** button to inform the applicant that it has been decided no further action will be taken.

A confirmation message is displayed containing the following information:

Application Rejected. The applicant has been notified.

Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

Form Reference. SND-<1505-1234ABCD>.

## Requesting More Information for SEND Forms

Additional information regarding the Special Educational Needs and Disabilities (SEND) form can be requested in the v4 Client via **Focus | Services | SEND Portal Management**.

To request more information about the SEND form:

1. Select a form to display the **Form Details** page.
2. Click the **Request More Information** button to display the **Process and Send Message** page.
3. If required, make the changes to the default message.
4. Click the **Request More Information and Send Message** button to request more information.

A confirmation message is displayed containing the following information:

The applicant has been notified.

Form Name. Special Educational Needs & Disabilities – <Assessment Form>.

Form Reference. SND-<1505-1234ABCD>.

## Resubmitting SEND Forms to B2B

Sometimes a child or young person will not be matched in B2B and therefore their Special Educational Needs and Disabilities (SEND) form will need to be resubmitted to B2B.

The form can be resubmitted in the v4 Client via **Focus | Services | SEND Portal Management**.

To resubmit a SEND form to B2B:


1. Select a form to display the **Form Details** page.
2. Click the **Resubmit to B2B** button. The form is automatically resubmitted and the following message is displayed.

The form has been resubmitted to B2B.

# 14 | CSS People

## Person Enquiry (Generic)

This page is opened when the Person Focus is selected; it may also be opened as a separate window when you are asked to select a person, eg linking people to activities or involvements. It allows you to search for and select a Person record from the **One** database.

When the Person Enquiry is displayed as a separate window clicking the  **Details** button allows you to view additional identifying information before selecting the person.

Click the **ContactPoint Search and Retrieve** icon, which is located at the top of the page, to search and view information held on ContactPoint for a specific person.

To search for a person, enter **full or partial** search criteria in the fields to find the required record. The minimum search criteria must be either 2 characters in the **Name** field or 3 characters of a **Postcode**. If 2 characters are entered in the **Name** field, the search mechanism will return all records which contain those 2 characters at the beginning of any name recorded for a person, eg entering **AL** will return records such as Jane **Albone**, **Alison James**, etc; you may be asked to refine your search if too many records match.

The search fields are: **Name**, **Gender**, **Date of Birth**, **Person ID**, **National Health Service Number**, **Active**, if appropriate **Deceased** status, **Postcode** and an **Age Range** may be selected from the drop-down list. You may also search by **Base** or **Role**.

To search for a person, select the appropriate criterion and enter the minimum search criterion in either the **Name** or **Postcode** fields.

Clicking **Search** will return a list of all people matching the criteria. Details of each record can be seen in the lower panel by selecting the **Open** icon, then use the up and down icons to move to the previous or next record.

The browse in which all return names are displayed shows a summary of Person Details. The **Flags** column may indicate **D-Deceased** or it may display a **Shield** symbol which indicates that the person is under Personnel Control and specific data is hidden to unauthorised users. Data withheld is controlled in **One v3 System Administration**.

The **Links** panel, at this point, contains hyperlinks to the selected Person's [Activities](#), [Activity Calendar](#), [Child Protection](#), [Chronology](#), [Communication Log](#), [Equipment](#), [Provision](#), [Involvements](#), [Risks](#), [Social Network](#) and [Student Details](#).


**Double clicking** on an item in the list or clicking **Open in New Window** will open the generic [Person Details](#) page in a scrollable window. In all cases a **Wizard** is available allowing you to move through each details panel by clicking **Previous** or **Next** instead of scrolling down the page. To return to a scrollable form click **Finish**.

## Person Details (Generic)

### Person Details

The **Person Details** page is opened by selecting a person from the **Person Enquiry** search page.

The **Person Details** page is displayed as a series of panels, each panel representing a component of a person/child's record.

*If the person is flagged as an Employee and under Personnel Control on the **Personnel Profile** panel, it is possible that certain information may not be displayed. Such information may be withheld to non-personnel users by [Data Shielding](#) and is indicated by a  **Shield** symbol.*

The **Person Details** panel contains **Name** and **Title** details, **Gender**, **Person ID** and a **Person Notes** memo option. Information held in this memo editor is directly related to the details in this panel. The **Left England** flag is for ContactPoint use, if it is set to True it means that the student has left England, and has no intention to return in the next three years. **Memos** added via the generic memo facility are related to the person record. A **National Insurance Number** can be recorded.

### ContactPoint Panels

#### ContactPoint Stop Notice and History

**Stop Notice** check box defaults to checked if a child is under 18 and unchecked when they are 18 or older.


If no requests have been received to retain the record beyond the child's 18<sup>th</sup> birthday the record will be archived on the child's 18<sup>th</sup> birthday and ContactPoint will send **Stop Notices** to any source subsequently sending data for this person and this box will be checked. If any other source has requested that a record is retained they will not receive Stop Notices and will continue to send data until the latest Adult Transition Date is reached. In this way, the complete record with all current information from all sources is retained on ContactPoint, if one or more sources requests retention.

If the person is 18 years old ContactPoint will already have archived the records. If consent is sought after the person's 18<sup>th</sup> birthday this box must be manually unchecked. This will then be sent to ContactPoint and data will continue to be sent.


A history is recorded of changes to the Stop Notice flag, showing the Date and Time, by whom it was updated and the status of the flag.

#### Consent to Store Details of a Person 18 and over on ContactPoint

This panel gives the facility for records of some young adults to stay on ContactPoint until they are 25, but only for very limited reasons and only with explicit consent. This is when it is believed that it would be in the young person's interest to retain their record on ContactPoint after reaching the age of 18 and requires informed and explicit consent from the individual, and also ensures that ContactPoint legal requirements (as defined in The Children Act 2004 Information Database (England) Regulations 2007) have been met. It also includes young persons accessing Connexions services (until their 19<sup>th</sup> birthday), as well as individuals who have been looked after children, or have learning difficulties, to assist with transition to adult services (until their 25<sup>th</sup> birthday).

The  **Add** icon will only be enabled if the person is over 17 years old. If the person is already 18 years old a message will be displayed informing you that the record has already been archived and asking if you are sure you want to give Consent. If consent is granted for an 18 to 24 year old it will need to be manually de-archived by unchecking the **Stop Notice** checkbox.



Clicking the  **Add** icon will open the **Record Consent** dialog. Check the **Consent Given** box and complete the Person who gave consent and to whom consent was given fields. The **Consent Recorded** and **Consent Sought** fields will automatically be set to the current system date and time. Select the **Adult Transition Date** (18 to 25 years old).

## Other Panels of the Person Record

The **National Health Service Number** panel enables the **National Health Service Number** to be recorded. This must be a valid 10-digit NHS Number.

The **Date of Birth** panel completes the personal details showing the **Date of Birth**, **Guessed DoB**, for records where the actual DoB is not known, and **Estimated Due Date**, for records created for an unborn child.

The **Current Role Summary** panel will list posts held by the selected person, showing the **Role/Post**, **Establishment** and **Start** and **End Dates**. The **Add** icon allows you to link additional Roles/Posts to the selected person. This will open the **People Role Enquiry** dialog. If the person already has that role it will not be available for selection.

Other components are: **Personal Profile**, **Personnel Profile**, [Addresses](#), the Address memo facility allows you to add information directly related to the address record for the person, **Base Addresses**, **Contact Details**, **Impairment Details**, **Ethnicity**, [Language and Means of Communications](#), **Asylum Details**, **Deceased Details**, **Name History**, **Hazards** and **Last Update Information**. Migrated UDFs will be displayed in a separate **User Defined Fields** panel.



## Base Addresses

This panel will display the past and present Base Addresses of a person who is an employee. This information comes from the employee's contract details and will only be displayed if a licence is held for the Personnel module.


By default, only current Base address records are displayed; unchecking the Current/Future box will show all Bases for the employee.


Like other panels, the Base Addresses panel can be hidden using the [Data Panels](#) functionality.

## Functionality and Links

The page becomes scrollable when the number of panels is more than your monitor can display. Each panel is represented by a hyperlinked tab at the top of the form, making it easy to select the panel you wish to see. To display tabs not initially visible, use the  **Previous** or **Next** icons. Alternatively, a "go to" box is available (next to the  **Wizard** icon). To use this, enter the panel **number** of the focus entity, eg Person, and press your ENTER key.

Alternatively, click the  **Wizard** icon.


Clicking the  **Set ACL** icon opens the [Access Control List](#) dialog allowing you to define access levels to data for individual **Users** or users in a specific **Post** or **Group**.

Clicking the  **Data Panels** icon opens the [View/Hide Data Panels](#) dialog. The purpose of this dialog is to give you the option to hide panels (via Groups) which are infrequently used. It is not a security measure as data is delivered to the panel and not restricted.

Clicking the  **Alerts** icon opens the [Alert Messages](#) dialog for the current record, displaying existing messages and allowing you to add new messages. These messages are displayed when the person record is opened.

Clicking the  **SQL Mail Merge** button opens the [SQL Mail Merge](#) dialog for the current record, showing the name of the person logged on (**User Name**) and the area where the Mail Merge is being created (**Entity Name**).

Clicking the  **UDF Manager** button opens the **UDF Manager** dialog for the current entity. It displays the **Entity Selector** and **Design** and **Preview** tabs.

**UDF Management** can also be found in  Tools | Administration.

The **Links** panel contains the following hyperlinks:

- [Activities](#)
- [Calendar](#)
- [Case Notes](#)
- [Child Protection](#)
- [Chronology](#)
- **Communication Log**
- **Equipment**
- **Involvements**
- **Provision**
- **Risks**
- [Social Network](#)
- [Student Details](#).

Users with permissions for individual reports or report folders can access them via the **Links | Reports** panel.

[Quick Reports](#) can be available.

## Impairment Details

If the Person is disabled, this panel allows you to record details of one or more disabilities. Multiple disability statistics are required for DfE Statutory Returns.

Check the box which indicates that the **Person is on the Disability Register** and select the appropriate response to **Are Day to Day activities substantially affected by mental or physical impairment?**

The **View Current Disabilities only** box is defaulted to True , meaning that only Disability records without an End Date will be displayed. To view all Disability records for the person, uncheck the box .

To record disability details click the **Add** button. This opens the [Disability Details](#) dialog which allows you to select the appropriate disability and set a Start date. A disability can also be flagged as a **Primary Disability** but only one Disability record for the person can be set as Primary. Duplicate disabilities for the same period cannot be added. An **End Date** is only to be used for closing a Disability record; such records will then not be included in Statutory Returns.

If a new Disability record is being added and other Disability records exist without End Dates, a message will be displayed listing all Disability records without an End Date for the person. The message will ask if you wish to end these disabilities, if you respond **Yes** you will be returned to the Person Details page from where you can edit the records. Selecting **No** will allow you to continue creating a new Disability record.

To **Edit** a record, for example, to end the disability period, highlight the record and click the **Edit** button. This will open the **Disability Details** dialog in which you can make the necessary changes.

To **Remove** a record, highlight the record to be deleted and click the **Remove** button. After confirmation that you wish to continue, details of the disability will be deleted from the database Table and it will be removed from the list.

## Disability Details Dialog

This dialog is opened from the Person/Student Details page by clicking the **Add** button or by clicking the **Edit** button for an existing record. To define details of a new disability record:


- Click the Disability Description drop-down arrow and select from the list. This list is populated in Lookup Table ID 0030.
- Enter a **Start Date** (*Mandatory*)

The **End Date** is only used to finalise a Disability record. Such records will then not be included in any Statutory Return after that date.

The **Primary Disability** box will, by default, be False . If the disability is considered to be the Primary Disability, change the box to True . Only one Disability record can be set as Primary but it can be changed at any time. It is not mandatory to have a Primary Disability.

## Data Shielding

Data Shielding allows you to hide employee information from unauthorised users. For this purpose Data Shielding respects the Personnel Control settings in **One v3**.

In v3 System Administration, field items considered to be sensitive, such as addresses, date of birth, National Insurance number, may be selected and data in those fields will be hidden for all People records flagged as being under Personnel Control. This information will be indicated by a  **Shield** symbol and may only be viewed by authorised users of the Personnel module.

In v4, this applies only to the Person Details page where the person is an employee and under Personnel Control. If the person is under Personnel Control the **Personnel Profile** panel will have an additional checkbox field indicating Personnel Control.

*This functionality is not available in Children's Social Care (ICS).*

Fields where data may be hidden are:

Surname, Forename, Middle Name, Title Gender, Known By, Business Phone, Mobile Phone, FAX, Email, Correspondence Address, Base Address, Date of Birth, NI Number, Registered Disabled, Disability Number, Impairment Status, Disability, Ethnic Origin, Home Language and Reference.

*If employee information is deemed to be sensitive and under Personnel Control it will not be displayed in Quick Reports.*

# 15 | People Roles

## Role Manager

The **Role Manager** functionality is accessed in the v4 Client via **Tools | Administration | Role Manager**.

Roles are used throughout One to enable specific people to be available for [selection](#) when populating relevant fields, e.g. SEN Assessment Officer.

This functionality enables you to add roles to the list of seeded roles and assign people to those roles.

When the **Role Manager** option is selected, the [Role Search](#) page is displayed populated with [Role Codes](#) and a [Details](#) panel enabling you to preview details of each code.

## Searching for a Role

To search for a role:

1. In the v4 Client, select **Tools | Administration | Role Manager** to display the **Role Manager** page.
2. On the **Role Search** panel enter a full or partial code in the **Description** box and click the **Search** button to display the browse list of roles, under the headings: **Code**, **Description**, **Remarks**, **System Defined**, **Used in SEN**, **Used in EPM** and **Used in Professional Portal**.
3. Double click a record or select **Open in New Window** to display the [Role Details](#) page. The **Role Details** panel enables you to preview details of each role.

## Adding a Role

To add a new role to the role table:

1. In the v4 Client, select **Tools | Administration | Role Manager** to display the **Role Manager** page.
2. Click the **New** button to display the **Role Details** page.
3. Enter a unique **Code**, up to six characters.
4. Enter a **Description**, up to thirty characters.
5. Enter any additional **Remarks**, up to thirty characters.
6. If required, select the **System Defined?** check box.

When checked, this box indicates that the highlighted role code is system defined and cannot be deleted. If a role is user defined and saved with this box checked, it too cannot be deleted. Defining a role with this box unchecked enables the role to be deleted after first removing any associated people.

1. If required, select the **Used in SEN?** check box.

This check box is used to enable the roles to be filtered for SEN. Any role may be flagged for SEN use.

2. If required, select the **Used in EPM?** check box.

This check box is used to enable the roles to be filtered for EPM.

3. If required, select the **Used in Professional Portal?** check box.

This check box is used to enable the roles to be filtered for the Professional Portal.

4. Click the **Save** button.

## Editing Role Details

To edit role details:

1. In the v4 Client, select **Tools | Administration | Role Manager** to display the **Role Manager** page.
2. On the **Role Search** browse, select a record to display the **Role Details** page.
3. Make the required changes to the fields. The **Code** cannot be changed. **System Defined?** cannot be changed.

## Assigning People to a Role

To assign a person to a selected role:

1. In the v4 Client, select **Tools | Administration | Role Manager** to display the **Role Manager** page.
2. On the **Role Search** browse, select a record to display the **Role Details** page.
3. Click the **People** icon to display the **Role Manager [<Role>]** page.
4. On the **People Assigned To Role** panel, click the **Add** button to display the **Person Enquiry** page to add people to the selected role.
5. Click the **Save** button on the **Role Manager [<Role>]** page

## Roles and Quick Reports

The following fields are used in the data selection for quick reports:

- Code
- Description
- Remarks
- System Defined?
- Used in SEN?
- Used in EPM?
- Used in Professional Portal?

For more information, see the sections on [Data Selection](#) and the [Quick Reports](#) panel

# 16 | Student Core

## Student

To view or update details of an existing student select **People | Students** from the **Focus** menu to display the [Student Enquiry](#) page. Alternatively, click the **New** button to open a blank [Student Details](#) page.

## Student Enquiry

**Student Enquiry** enables you to find a particular student record. To add a new student, click the **New** button to display the [Student Details](#) panel.

Select the **'Sounds Like' Search** check box to retrieve students with similar names to the one entered. Enter at least two characters of the **Name**, alternatively, enter at least three characters of the Postcode or the Person ID and click on **Search**. You can also search using the Unique Pupil Number. To limit the number of records returned from the enquiry, select **Gender**, **Date of Birth**, **Active**, or **Deceased**. A valid **National Health Service Number** can be entered. A Base Name for the Student can be selected from the [Base Enquiry](#) by clicking on the browse. Alternatively leaving the Name field blank and selecting a Base Name will return all students currently registered at that school. NCY can also be entered. To display only students with an active SEN status, select the **Only SEN Active Students** check box or select the required **SEN Status** from the drop-down.

You can expand or collapse the **Student Enquiry** panel by clicking the **Collapse** or **Expand** button. Click on the down arrow and select **Automatically Collapse** if you wish to collapse the enquiry panel after every search. To make another search or add additional search criteria click the **Expand** button to display the enquiry panel.

You may clear the information from the Student Enquiry by clicking on the **Clear** button.

After performing the Search, the matching Student records will be displayed in the browse. Click on the **Next** and **Previous** buttons to move through the browse.

Highlight the required record and click the **Open** button to display the selected student in the **Student Identifiers** panel with the facility to use the **Next** and **Previous** buttons to move through the student records. Alternatively double-click on the student in the browse or select the student and click on the **Open in New Window** button.

The details of the selected student will be displayed in the following panels:

- [Student Identifiers](#)
- [National Health Service Number](#)
- [School History](#)
- [Address and Contact Details](#)
- [Student Profile](#)
- [Supporting Details](#) (including LA Details, Court Orders, Language/Mean of Communication, Ethnicity, Religion and Culture, SEN Needs - Statutory Assessment, SEN Needs - Other, Traveller Family, Asylum Details, Disability Details, Deceased Details)
- [History information](#). (Name History, EAL History, FSM History, SEN Stage History, Former UPN History, Mode of Travel History, Child Looked After History, Family History and Record Update History)

- [ContactPoint Panels](#)
- [Early Years Additional Information](#) (only shown if you have a licence for v4 Early Years)

A wizard is provided to enable you to move through each panel by clicking the **Previous** or **Next** buttons at the bottom of the page. Click the wizard button again to return to a scrollable form.


Following a search, the **Links** panel is populated with hyperlinks to other areas of the system, enabling you to maintain comprehensive student records.

- [Activities](#)
- **Carers**
- [Case Notes](#)
- [Chronology](#)
- **Communication Log**
- **Court Orders**
- **Equipment**
- **Exclusions**
- **Involvements**
- [Looked After Child](#)
- **Provision**
- **Pupil Funding Transfers**
- **Reintegration**
- [Relocation](#)
- **Results Organiser**
- **Risks**
- [Social Network](#)
- [Special Transport Needs](#)
- **Student Attendance**

Click the **Show/Hide** drop down to display a list of feature panels and select those that you wish to show.

Adjust the size of each panel by hovering the mouse on the outside edge of the panel and dragging it to the required size.

## Student Details

This page displays the student details for the selected student. If the  button is displayed at the top of the page, it indicates that this student has suspense record(s) pending for B2B and as a result the information displayed may not be up to date.

When adding a new student record, the **Student Details** panel is displayed to enter a full or partial **Family Name** for the new student. If required, also enter the **Given Name**, **Gender** and **Date of Birth** and then click on **Continue**. The [Student Identifiers](#) panel is then displayed for you to enter the remaining information.

The following panels enable you to enter further student details:



- [National Health Service Number](#)
- [School History](#)
- [Address and Contact Details](#)
- [Student Profile](#)
- [Supporting Details](#) panels (including LA Details, Court Orders, Language/Mean of Communication, Ethnicity, Religion and Culture, Asylum Details, Traveller Family, Disability Details, Deceased Details, Alternative Provision details)
- [History information](#)
- [ContactPoint panels](#)
- [Early Years Additional Information](#) (only displayed if you have a licence for v4 Early Years)

**User Defined Fields** are also available.

A wizard enables you to move through each panel by clicking the **Previous** or **Next** buttons at the foot of the panel instead of scrolling down the page. Click the wizard button again to return to a scrollable form.

The **Links** panel contains links to other areas of the system, to view and record appropriate data to maintain a comprehensive record for the student.

- [Activities](#)
- **Carers**
- [Case Notes](#)
- [Chronology](#)
- **Communication Log**
- **Court Orders**
- **Equipment**
- **Exclusions**
- **Involvements**
- [Looked After Child](#)
- **Provision**
- **Pupil Funding Transfers**
- **Reintegration**
- [Relocation](#)
- **Results Organiser**
- **Risks**
- [Social Network](#)
- [Special Transport Needs](#)
- **Student Attendance**

A Memo can be stored by clicking the **Memo** button.

Click the **Data Panels** button to open the [View/Hide Data Panels](#) dialog. The purpose of this dialog is to give you the option to hide panels which are infrequently used, by selecting a Group.

Click the **Alerts** button to open the [Alert Messages](#) dialog for the current record, displaying existing messages and enabling you to add new messages. These messages are displayed when the person record is opened.

**NOTE:** A pre-defined **System Alert** is automatically generated if a 'student' is made **Inactive** and the Reason is **Deceased**. The top of the page displays:  
**<Student> Details [<Forename Surname>] (Deceased) (Date of Birth: <01/01/1999>)]**

Click the **SQL Mail Merge** button to open the [SQL Mail Merge](#) dialog for the current record, showing the name of the person logged on (**User Name**) and the area where the Mail Merge is being created (**Entity Name**).

Click the **UDF Manager** button to open the **UDF Manager** dialog for the current entity. It displays the **Entity Selector** and **Design** and **Preview** tabs.

**UDF Management** can also be found in **Tools | Administration**.

Click the **Save** button to save the student details.

## Student Identifiers

Student identifiers are the fields that uniquely identify the student. They are entered and updated on the **Student Identifiers** panel.

<b>Family Name</b>	The surname of this student's family. It is a mandatory field, up to 30 characters. If the family name is longer than 30 characters, the full name can be entered into the <b>Long Surname</b> field.
<b>Given Name</b>	The student's forename. It is a mandatory field, up to 15 characters. If the given name is longer than 15 characters, the full name can be entered into the <b>Long Forename</b> field.
<b>Given Name 2</b>	The student's middle name, up to 25 characters.
<b>Chosen Family Name</b>	The surname that the student chooses to use, up to 30 characters.
<b>Chosen Given Name</b>	The forename by which the student prefers to be known, up to 15 characters.
<b>Gender</b>	Select from the drop-down.
<b>Date of Birth</b>	Select from the calendar or enter manually.
<b>Guessed DOB</b>	Select this check box if the Date of Birth has been estimated.
<b>Current Age</b>	Automatically calculated (Format YY/MM).
<b>Person ID</b>	Automatically generated.
<b>Unique Pupil Number</b>	Automatically generated by the school or the Local Authority, usually on first entry to school. It facilitates the tracking of the student's progress through the system. The national formula produces a 13-character <a href="#">UPN</a> .
<b>Local UPN</b>	A local <b>Unique Pupil Number</b> .
<b>Left England</b>	This check box is for ContactPoint use only. If selected, it indicates that the student has left England with no intention to return.
<b>Long Forename</b>	If <b>Given Name</b> is more than 15 characters, the full forename (up to 250 characters) can be entered here
<b>Long Surname</b>	If <b>Family Name</b> is more than 30 characters, the full surname (up to 250 characters) can be entered here.

The [Student Details](#) page has panels to record the remaining student information.

When all information has been entered, click the **Save** button.

## UPN

UPN comprises 12 digits preceded by an upper-case modulus 23 check letter. The 12 digits are made up as follows:

### Digits

2-4 Local Authority code of the allocating school.

5-8 DCSF establishment number of the allocating school.

9-10 Academic Year in which the number is being allocated (e.g. 2012/2013 = 12).

11-13 Serial number for the pupils allocated UPNs by that school in that year.

## National Health Service Number

The **National Health Service Number** panel is used to record a **National Health Service Number** for the student. It is validated to ensure that it is a valid 10-digit NHS Number.

## School History

The **School History** panel displays any existing school history that is held for this student. The default is to list the school history in descending order by **End Date** so that the most recent records are at the top. The sort order can be changed by clicking on one of the column headings. To add a new School History record, click on the **Add** button to open the **School History Details (New School History)** window. To change a School History record, select the required record and click the **Edit** button to open the [School History Details](#) window in update mode.

If a student is made inactive in the [Student Details](#) screen, you will be prompted to update the school history record.

## School History Details

The panels are **History Details** and **User Defined Fields**.

On the **History Details** panel, a **Base Name** can be selected by clicking the **Selector** button to open [Base Enquiry](#). After selecting the **Base Name**, the remaining information to be stored is **LA No.**, **Days per Week**, **Registered**, **Dual Registered**, **Guest**, **Residential**, **Registration Type**, **Start Date**, **End Date**, **Reason for Joining**, **Reason for Leaving**, **Grounds for Removal**.

Click the **Alerts** button to open the [Alert Messages](#) dialog for the current record, displaying existing messages and enabling you to add new messages. These messages are automatically displayed when the record is opened.

**Last Updated**, **Updated By**, **Destination**, **Destination Last Updated** and **Destination Last Updated By** are automatically populated.

Click the **UDF Manager** button to add a UDF to these **Student Details**.

Click the **OK** button to validate the information entered and return to the [Student Details](#) page.

## Address and Contact Details

### Address Details

Click the **Add** button to add a new address. This will provide a new address line on which to enter **Start Date**, **End Date**, **Type**, **Corres**, **Telephone**. To enter the address, click the ellipse button to open the **Address Enquiry** window to search for an address already known to the system. On the **Address Enquiry** window, the first 2 character of the **Postcode** or the first 3 characters of the **Address Line** must be entered and then click the **Search** button. All matching addresses are displayed in the browse. Either highlight the required address and click the **Select** button or double-click on the address. Expand or collapse the search panel by clicking the **Expand** and **Collapse** buttons.

To delete an address, highlight it and click the **Remove** button.

### Addressee

This panel enables the entry of any text to record the form of address to be used for the student's parents or guardians e.g. Mr and Mrs Thomas; Mr Thomas and Ms Jones. The field will default to **Parent/Carer of** (Family name of student).

### Contact Details

**Email Address**, **Work Contact No**, **Mobile No** and **Primary Contact No** are used for additional contact information for the student.

## Student Profile

The **Student Profile** panel contains core educational information for the student:

<b>Active</b>	Select this check box to display a tick if the student is active or a cross if they are inactive. For further information, click the <b>Active</b> link below to expand the text.
<b>Inactive Reason</b>	Select from the drop-down if the <b>Active</b> check box is updated to display a cross (inactive).
<b>Inactive Date</b>	Select from the calendar if the <b>Active</b> check box is updated to display a cross (inactive).
<b>NCY (incl offset)</b>	Automatically calculated based on the age of the student at the start of the current academic year.
<b>Offset</b>	Automatically calculated as the difference between the student's recorded NCY and that calculated by the system. If this is a non-zero value it indicates that the student is not studying in their natural year.
<b>Not following NCY</b>	Check box used for School Census Returns. Select this check box to display a tick if the student is not included in the normal NCY process.
<b>Age on 01/09/yyyy</b>	Age of student at the beginning of the next academic year.
<b>Unique Learner No</b>	The 10-digit identifier given to a person who is aged over 14 years old and in education or training. Used in England, Northern Ireland and Wales.

### Active

The **Active** check box is selected (ticked) if the student's record is active.

To make the student's record inactive, select the check box to display a cross and enter an **Inactive Reason** and an **Inactive Date**. If you make a student inactive, you are prompted to end any associated [school history](#) records, if they exist.

To make an inactive student record active again, select the **Active** check box to display a tick. A warning message is displayed showing the **Inactive Reason** and the following message:

Do you wish to make student Active?

Click the **Yes** button to make the student active and update the **Inactive Reason** and **Inactive Date** to blank.

## Supporting Details

### Student Details (Supporting Details)

On the **Supporting Details** panel, the following are tri-state checkboxes, which default to false (cross) when a new student is added. Click the check box once to change the status to unknown (blank) and click again to change it to true (tick):

- **Social Services:** Select this check box to display a tick if this student is monitored by Social Services.
- **Care Order:** Select this check box to display a tick if this student has a Care Order against them.
- **Student Carer:** Select this check box to display a tick if this student is monitored by Social Services.
- **PEP:** Select this check box to display a tick if Social Services hold a Personal Education Plan for this student.
- **Service Family:** Select this check box to display a tick if the student is a member of a service family.
- **FSM Eligibility:** Select this check box to display a tick if the student is eligible for Free School Meals.
- **Gifted and Talented:** Select this check box to display a tick if this student is on the Gifted and Talented register or a cross if they are not.
- **G&B FSM:** This field is visible only if you have a valid G&B licence (v3 or v4). Displays the read-only value returned by the FSM Scheduled Task, which compares the eligibility status recorded in the G&B v4 claims area with the current **FSM Eligibility** value recorded above. The eligibility status is determined by the business rules defined in the scheduled task. If this field is visible, it should take precedence over the value in the **FSM Eligibility** field.
- **Protected FSM:** (Wales only) This field is to record whether a child is protected for FSM. It enables the LA to inform a school about a child's eligibility, even if their current circumstances suggest they are not.
- **Protected FSM Until:** (Wales only) This date field indicates when the FSM protection is due to end.
- **EOTAS:** (Wales only) Select this check box if the student is being educated other than at school.
- The current **Mode of Travel** is displayed. If required, add a new mode of travel on the **Mode of Travel History** panel.
- **SEN Status:** This field is read only. This information is updated via the **SEN Stage History** panel.
- If required, select a **Youth Support Services Agreement Indicator** (*Table\_ID 0708*).
- If required, select a **Post Looked After Arrangements** option from the drop-down (*Table\_ID 1200*).

## Student Core

- If required, select **SEN Status** from the drop-down (*Table\_ID 0608*). **SEN Status Start Date** is automatically set to the current system date. If required, select a different start date (in the past). This updates the **SEN Stage History** when the changes are saved.

The remaining student details panels are as follows:

### LA Details

This panel is used to record the Local Authority details for this student. Select the **Home LA** and **Funding LA** from the drop-down list.

### Court Orders

This panel records displays details of any Court Orders for this student. To update this information, click the **Court Orders** link on the **Links** panel. The information displayed is **Student Name**, **Court Order Type**, **Start Date**, **End Date**, **Prosecution**, **Court Order Ref**, **Court Name** and **Date Issued**.

### Language/Mean of Communication

On this panel, select the student's **Home Language** and **First Language** from the drop-downs. Select the **EAL** check box to display a tick if EAL (English as an Additional Language) provision is provided for this student.

To add a new **Proficiency in English** record for the student, click the **Add** button and select a value from the drop-down (*Table\_ID 1211*). If required, edit the **Date of Change** and **Start Date**.

To remove a **Proficiency in English** record for the student, click the **Remove** button and then click the **Yes** button to confirm.

### Ethnicity, Religion and Culture

On this panel, select the following information:

- **Nationality (if not British):** *Table\_ID 0891*
- **Country of Origin:** *Table\_ID 1019*
- **Country of Birth:** *Table\_ID 1019*
- **Student Ethnicity:** *Table\_ID 0001*
- **Ethnic Source:** *Table\_ID 0492*
- **Religion:** *Table\_ID 0083*
- **Culture:** *Table\_ID 0892*
- **Student Nationality:** select one or more values from *Table\_ID 1019*.

### SEN Needs – Statutory Assessment

The **SEN Needs - Statutory Assessment** panel enables you to view details of any existing SEN statutory needs recorded for the student.

## SEN Needs – Other

The **SEN Needs - Other** panel enables you to add additional needs, if required.

1. Click the **Add** button to display the **SEN Need Details** dialog.

The **Date of Change** is pre-populated with the system date.

2. Enter a **Rank**.
3. Select a **SEN Need** option.
4. Select the **SEN Start Date**.
5. Select the **SEN End Date**.
6. Click the **OK** button.
7. Click the **Save** button on the **Student Details** page.

## Asylum Details

Select the **Asylum Seeker** check box to display a tick if this student is an Asylum Seeker and select the **Asylum Status**.

## Traveller Family

Select the **Traveller Family** check box to display a tick if the student comes from a Traveller family and then select **Traveller Status** (*Table\_ID 1028*), **Traveller Status Data Source** (*Table\_ID 1029*), **Traveller Site Type** (*Table\_ID 1030*), and **Traveller Mobility** (*Table\_ID 1031*) using the drop-downs.

## Disability Details

If the student is disabled, this panel enables you to record details of one or more disabilities. Disability statistics are required for DfE Statutory Returns.

Select the **Is the person disabled?** check box to display a tick if the student is disabled. Select the **Is the person on the Disability Register?** check box to display a tick if the student is on this register.

If required, select the **View Current Disabilities only** check box to display a tick to only display disability records without an **End Date**. To view all disability records for the student, select the check box to display a cross.

To record new disability details, click the **Add** button to display the [Disability Details](#) dialog which enables you to select the appropriate disability and select a **Start Date**. A disability can be flagged as a **Primary Disability**, but only one disability record for the student can be set as primary. Duplicate disabilities for the same period cannot be added. To close a disability record, select an **End Date**. Closed disability records are not included in Statutory Returns.

If a new disability record is added and other disability records exist without **End Dates**, a message is displayed listing all disability records without an **End Date** for the student and asking if you wish to end these disabilities. Click the **Yes** button to display the **Student Details** page and edit the disability records.


To edit a record, for example, to end the disability period, select the record and click the **Edit** button to display the **Disability Details** dialog.



To **Remove** a record, select the record to be deleted and click the **Remove** button. After confirming that you wish to continue, details of the disability are deleted, and it is removed from the list.

## Deceased Details

This panel is used if the student is deceased. The fields on this panel are integrated with the **Active Flag**, **Inactive Reason** and **Inactive Date** on the **Student Profile** panel. Setting the **Inactive Date** and **Inactive Reason** to deceased, automatically updates the **Date Deceased** and **Date Notified**. Enter a **Date Confirmed**, which is the date of the official notification of the death.

 A pre-defined **System Alert** is automatically generated if a student is made **Inactive** and the **Inactive Reason** is **Deceased**. The top of the page displays as:  
<Student> Details [<Forename Surname>] (Deceased) (Date of Birth: <01/01/1999>)].

These are followed by [History](#) panels.

## History (Students)

### History

History is recorded for **Names**, **EAL**, **FSM**, **SEN Stage**, **Former UPN**, **Mode of Travel** and **PEP**, the history panels show the **Date of Change** and the **Source** with **Add** and **Remove** buttons where appropriate.

**Child Looked After History** displays the **LA** responsible, the **Category**, **Start** and **End** dates and **Reason Ceased**.

The history panels for **Traveller Family**, **Service Family** and **PEP History** are only visible if historical records exist.

### Name History

Changes to the student's name are recorded on this panel with the **Date of Change**. Record a name change by click the **Add** button to open the **Name History** window. Record the **Name History Details** and click the **OK** button. To view **Name History Details**, highlight a name record and click the **View** button. To delete a record, highlight it and click the **Remove** button.

### Traveller Family History

The **Traveller Family History** panel is only enabled if the student is from a Traveller Family, as indicated on the Traveller Family panel. The information stored is **Traveller Family**, **Date of Change**, **Traveller Status**, **Data Source**, **Traveller Site Type**, and **Traveller Mobility**.

### FSM History

FSM records are created by changing the **FSM Eligible** flag on the **Supporting Details** panel and clicking the **Save** button. You can also add a new FSM record directly into the **FSM History** panel.

The **FSM History** panel records **FSM** status, **Start Date**, **Review Date** (optional), **End Date**, **Country of UK** (optional), **Date of Change** and **Source**.

## SEN Stage History

The **Add/Edit** functionality is only available for adding or editing the latest **SEN Status** information.

Only historical records can be removed from the **SEN Stage History** panel, not the latest start date **SEN Status** history record.

If a **SEN Status** is added with a start date overlapping the previous SEN Stage history, a warning message is displayed.

*If an imported **SEN Status** had a future date which has now passed, then student search views may still show it. You are advised to run the scheduled task via **Tools | Administration | Scheduled Task | Action | Update Student SEN Stage**.*

## Mode of Travel History

Click the **Add** button on the **Mode of Travel History** panel to record a mode of travel for this student. Select a **Date of Change**, **Base Name** and **Mode of Travel**. Click the **Save** button. The **Supporting Details** panel is updated with the current **Mode of Travel**.

## Record Update History

The **Last Updated** and **Updated By** fields are automatically updated when any changes are saved.

[Alternative Provision History](#) is also recorded.

## ContactPoint Panels

### ContactPoint

The ContactPoint panels display Stop Notice details and Consent to Store Details of Person 18 Years or over on ContactPoint.

### ContactPoint Stop Notice Details and History

**Stop Notice** check box defaults to checked if a child is under 18 and unchecked when they are 18 or older.

If no requests have been received to retain the record beyond the child's 18<sup>th</sup> birthday the record will be archived on the child's 18<sup>th</sup> birthday and ContactPoint will send **Stop Notices** to any source subsequently sending data for this person and this box will be checked. If any other source has requested that a record is retained, they will not receive Stop Notices and will continue to send data until the latest Adult Transition Date is reached. In this way, the complete record with all current information from all sources is retained on ContactPoint, if one or more sources requests retention.

If the person is 18 years old ContactPoint will already have archived the records. If consent is sought after the person's 18<sup>th</sup> birthday this box must be manually unchecked. This will then be sent to ContactPoint and data will continue to be sent.

## Consent To Store Details Of Person 18 and Over on ContactPoint

This panel gives the facility for records of some young adults to stay on ContactPoint until they are 25, but only for very limited reasons and only with explicit consent. This is when it is believed that it would be in the young person's interest to retain their record on ContactPoint after reaching the age of 18 and requires informed and explicit consent from the individual and ensures that ContactPoint legal requirements (as defined in The Children Act 2004 Information Database (England) Regulations 2007) have been met. It also includes young persons accessing Connexions services (until their 19<sup>th</sup> birthday), as well as individuals who have been looked after children, or have learning difficulties, to assist with transition to adult services (until their 25<sup>th</sup> birthday).

The **Add** button is only enabled if the person is over 17 years old. If the person is already 18 years old a message will be displayed informing you that the record has already been archived and asking if you are sure you want to give Consent. If consent is granted for an 18 to 24-year-old, it will need to be manually de-archived by unchecking the **Stop Notice** checkbox.

Clicking the **Add** button opens the **Record Consent** dialog. Check the **Consent Given** box and complete the Person who gave consent and to whom consent was given fields. The **Consent Recorded** and **Consent Sought** fields will automatically be set to the current system date and time. Select the **Adult Transition Date** (18 to 25 years old).

## Early Years Additional Information

This panel is only available if you have an Early Years v4 licence. It enables you to view and record information that is specific to Early Years.

If the child is eligible for 2-year-old funding, select the **Eligible for 2-year-old funding** check box and select an **Effective Date**. Click the browse button to display the **Choose Basis for Funding** dialog, highlight one of the **Available Codes** (*Table\_ID 1180*) and click the **Select** button.

If the child qualifies for deferred funding as a 4-year-old, select the **Deferred** check box.

If any Early Years Pupil Premium assessments have been made for the child, details are displayed in the **Pupil Premium Checks** table. Details of who made the assessment, the date, the result, the **Funding Basis**, the **Check Method** (**Bulk** or **Individual**) and the result are displayed. An individual manual assessment can be made. To make an individual assessment, click the **Add** button, select a **Funding Basis** (*Table\_ID 1206*) and click the **Run Check** button to display the [EY Pupil Premium Single ECS Check](#) dialog.

The **Carer Consent** panel displays any carers who are linked to the child. If required, the **Consent Given** check box can be deselected. Only carers with this check box selected will be checked when running either a bulk or manual ECS check.

The **30 Hour Entitlement Checks** panel displays any 30 Hour checks that have been performed in the Provider portal.

The **Disability Access Fund** panel displays any DAF applications that have been approved via the Provider portal. It also enables you to manually enter details of approved DAF applications.

## EY Pupil Premium Single ECS Check

An individual check for EYPP eligibility can be submitted from this screen.

Click the **Submit New Check to DWP** button to display the **Checked Results** panel and the message:

These results have not yet been committed. Please select the Commit Check Data button to commit

To update the student details with the results of the individual check, click the **Commit Check Data** button.

## Alternative Provision History

### Alternative Provision

The Alternative Provision (AP) Census is a local authority census that requires the return of individual pupil records. The census covers pupils attending a school not maintained by a local authority for which the authority is paying full tuition fees or educated otherwise than in schools and pupil referral units, under arrangements made (and funded) by the authority.

This panel lists all Alternative Provision (AP) that has been recorded for the student. It displays the following columns:

- **Start Date** – previously Effective Date.
- **End Date**
- **AP Base (URN)**
- **UKPRN**
- **AP Setting Type**
- **Placement Reason**
- **Attendance Pattern**
- **Sessions per Week**
- **Association**
- **AP Type**
- **Base prior to AP (URN)**
- **Date of Change.**

To add new Alternative Provision details:

1. Select v4 Client | Focus | People | Students | Student Details | Alternative Provision panel.
2. Click the Add button to display the Alternative Provision Details dialog. The School History panel displays the child's school history.
3. On the School History panel, highlight the base that is the child's AP base and click Select AP Base at the top of the dialog.

This populates the **Start Date** and the **AP Base (URN)**, if available, on the **AP Detail** panel.

4. On the **School History** panel, highlight the base that is the child's base prior to AP and click **Select Base prior to AP** at the top of the dialog.

This populates the **Base prior to AP (URN)**, if available, on the **AP Detail** panel.

5. **Start Date** is populated when the AP base is selected.

6. Enter an **End Date** only when it is before the census date.
7. **AP Base (URN)** is auto-populated, if available, when the AP base is selected in Step 3.

**AP Base (URN)**, **UKPRN** and **AP Setting Type** are mutually exclusive and only one should be returned. Where the provider is not registered and does not have a **URN** or **UKPRN**, then the **AP Setting Type** (*Table\_ID 1215*) must be selected. If one is not selected, the following message is displayed:

***One of the AP Base (URN) or UKPRN or AP Setting Type must be provided.***

8. Select a **Placement Reason** - mandatory, *Table\_ID 1216*.
9. Select an **Attendance Pattern** – mandatory, full time or part time.
10. Enter the number of **Sessions per Week** – mandatory when **Attendance Pattern** is **PT – Part Time**, up to a maximum of 9.
11. Select an **Association** – mandatory, *Table\_ID 1217*.
12. Select **AP Type** – This is an optional field for One, and is no longer required as part of the census, *Table\_ID 1034*.
13. **Base prior to AP (URN)** is populated when the base prior to AP is selected in Step 4.
14. On the **AP Detail** panel, the **Date of Change** is populated with today's date and is read-only.
15. Click the **OK** button.
16. Click **Save** on the student details.

You can edit a record by highlighting it and clicking the **Edit** button to display the **Alternative Provision Details** dialog. Make the required changes, and then click the **OK** button to save.

To remove a record, highlight it then click the **Remove** button.

*For more information, refer to **Alternative Provision Census**.*

## Hazards

This panel displays hazard information.

Clicking on the **Risks** link in the **Links** panel, enables the user to see all risks and hazards associated with the student.

## Portal Accounts Linked to Student

This read-only panel displays information of any portal accounts that have been linked to the student.

The details are recorded via the **Student | Involvements | Portal Sharing** panel.

## Public Care Orders (Student)

### Public Care Orders

This page is opened by clicking the **Looked After Child** link from the **Student Details** page.

### Student Summary

The **Family Name**, **Given Name**, **e-Mail Address**, **Principal Address**, **Primary Contact No**, **CYP** indicator, **Gender** and **Date of Birth** are displayed.

### Date First Looked After

Date that this child was first looked after can be selected from the calendar or is updated when you save the earliest Public Care Order details.

## Public Care Order details

The Public Care Order details already stored for this child are listed. The **LA**, **Category**, **Start Date** and **End Date** and **Reason Ceased** are displayed. Each line of data in the panel records one complete period of unbroken care.

Click on the **Add** button to open the [Child Looked After Details](#) dialog and create a new Public Care Order record. If the child has had two periods of being Looked After with a break between them, this should be recorded as two records.

Highlight a record and click the **Edit** button to update the information on the **Child Looked After Details** window. Click the **Remove** button to remove the record.

Click the **Save** button to save the changes.

## Remote In Care Log

The Public Care record may be updated by a remote system. This panel shows a log of remote system Public Care updates for the student.

## Child Looked After Details

This page is opened when the **Add** or **Edit** button is clicked on the [Public Care Orders](#) page. The **Student Details** are displayed in the first panel.

### Child Looked After History

This panel enables looked after details for the child to be added or updated.

**LA** is the Authority where the child is living at the time of the Public Care Order and has **financial responsibility** for that child.

**Category** must be selected from the drop-down (*Table\_ID 0433*).

A **Start Date** is mandatory and may overlap by *one day* with the **End Date** of another Public Care Record. Such overlap days will not be included in the current or previous year's cumulative totals.

If retrospective entries are being made they **must** have **Start and End Dates**. These dates must not overlap with other records, with the exception of a Start Date on the same date as the previous End Date.

If an invalid date is entered a message will be displayed when you click the **OK** button.

**Reason Ceased** is selected from the drop-down (*Table\_ID 1066*).

**Cumulative days in current academic year** is automatically calculated using all the entries that apply to the current academic year.

**Cumulative days in last academic year** is automatically calculated using all the entries that apply to the previous academic year.

Click the **OK** button.

If these are the first Public Care Order Details for this child or the **Start Date** is before the previously stored details, the **Set Date First Looked After** message box is displayed with the following message:

Do you wish to update the First Looked After date?

Click the **Yes** button to update the First Looked After Date with the Start Date.

### Last Update

The **Last Update** panel is read-only. Since the Public Care record may be updated by a remote System, this area displays **Remote User** and **Remote System** information as appropriate.

**Updated By** will show the **One** User ID, where the record is added or edited by the Local Authority and **Last Updated** is the Time and Date when the record was last modified.

## Relocation

### Relocation Summary

This page allows you to view a summary of relocation information for a Student. It is opened by clicking the **Relocation** link on the **Student Enquiry** or **Student Details** page.

Click the **New** button to record new [Relocation Details](#) for the student. This could be as a result of a Permanent Exclusion, a Managed Move or a Casual In Year Admission for a student.

To delete a relocation record, highlight it and click the **Delete Relocation** button. A warning message is displayed to advise you that the School History may require updating and asking you to confirm deletion. You cannot delete a relocation record if there are one or more Schools Approached records attached to it.

<b>Service Team</b>	<b>Mandatory.</b> Select using Service Team Chooser.
<b>Process Start Date</b>	<b>Mandatory.</b> Defaults to current date.
<b>Reason for Relocation</b>	<b>Mandatory.</b> Select from the drop-down list ( <i>Table_ID</i> 0460)
<b>Original School</b>	<p><b>Mandatory.</b> Defaults to either:</p> <ul style="list-style-type: none"> <li>Excluding Base if there is a Permanent Exclusion for the student where Exclusion Start Date is for the same Academic Year as the Relocation Start Date or</li> <li>Main Registered Base.</li> </ul> <p>A different school can be selected from the student's School History. You can view Base Details for the school.</p>
<b>Date Left</b>	<b>Optional.</b> Enter a date if appropriate. If there is an End Date on the Student's School History for the Original School listed above, it defaults to this date.
<b>Receiver School</b>	<b>Display only.</b> Will be the Receiver School on the Schools Approached record when a Date Registered has been entered and the record saved.
<b>Date Registered</b>	<b>Display only.</b> Will be the Date Registered on the Schools Approached record when a Date Registered has been entered and the record saved.
<b>Outcome</b>	<b>Optional.</b> Generally used to show the results of a trial placement.
<b>Process End Date</b>	<b>Optional.</b> Date Relocation process is ended.
<b>Reason for Ending Relocation</b>	<b>Optional.</b> If the Relocation process is ended early, this field can be used to set a reason for this.

Click the **Open In NewWindow** button to view the selected [Relocation Details](#).

### Relocation Details

The **Relocation Details** page is used to view and record new details of a student's **Relocation Occurrences**.

The **Relocation Details** panel stores:

[Linked Crystal Reports](#) can be added to the **Relocation Details** page.

### Send to ContactPoint

This panel enables you to flag the relocation details to be sent to ContactPoint. If the **Send to ContactPoint**

check box is checked, you can also enter a **Pre-Archive Period** of one to five years and the **Sensitive Service Relocation** check box becomes available.

### ContactPoint Consent

Complete consent details for ContactPoint by clicking the **Add** button on this panel to open the **Record Consent** dialog. Check the **Consent Given** box and complete the Person who gave consent and to whom consent was given fields. The **Consent Recorded** and **Consent Sought** fields will automatically be set to the current system date and time. Select the **Adult Transition Date** (18 to 25 years old).



## Schools Approached

This panel displays a summary of previous approaches to schools relating to this relocation occurrence and enables you to record the schools that have been approached.

After making changes to the relocation record and saving them you can create one or more Schools Approached records. Click the **Add** button to add [Schools Approached Details](#).

If required, click the **Remove** button to remove a Schools Approached record for the selected Relocation Occurrence. A warning message is displayed to advise you that the School History may require updating and you will be asked to confirm the deletion.

Click the **Save** button.

## Update School History

If this is a new Relocation occurrence or a change to the **Original School** or **Date Left**, you are asked whether or not to update the School History for the student.

The Update School History prompt displays:

<b>Original School</b>	Display only.
<b>End Date</b>	Defaults to <b>Date Left</b> from the <b>Relocation Details</b> , otherwise blank. Can be edited here which will cause <b>Date Left</b> to be updated in <b>Relocation Details</b> .
<b>Reason for Leaving</b>	If there is already one recorded in School History, this is displayed, otherwise it is blank. It is editable ( <i>Table_ID 0356</i> )

Click the **Yes** button to update the School History with the **Reason for Leaving** or **End Date** as specified. If this was flagged as being the main registered Base for the student and an End Date is specified, the flag will be updated to False.

If a **Reason for Ending Relocation** is entered in the Relocation Details and the record is saved, you are asked to update the School History

## Linked Reports for Relocation Details

Crystal Reports can be attached to the **Relocation Details** page. A folder is available for **Relocation Reports**; it is accessed via **Focus | Analysis Reporting | Report**.

Permission to access the Relocation Reports folder must be set in the Report Definition Repository via **Tools | Permissions | Report Permissions**

Reports that are in the Relocation Reports folder can be run from **Relocation Details** via **Links | Reports**. The **Relocate\_ID** field for the Relocation record currently being viewed will be passed to the report when it is accessed.

## Schools Approached Details

You can record one or more Schools Approached against each Relocation occurrence. The following information can be recorded:

<b>School Approached</b>	<b>Mandatory.</b> Select a Base using <a href="#">Base Enquiry</a> .
<b>Application Date</b>	<b>Optional.</b>
<b>Application Status</b>	<b>Optional.</b> Select from <i>Table_ID 0528</i> .
<b>Notice to Admit Date</b>	<b>Optional.</b>
<b>Notice of Intention to Direct Date</b>	<b>Optional.</b>

Parental Preference	Optional. Select from <i>Table_ID</i> 0461.
Date Registered	

## Support Officers

One or more people can be assigned as Support Officers and attached to the new Schools Approached record.

Click on the **Add** button to open the [Person Enquiry](#). Use the **Key Contacts** tab to select one or more people from the list of Key Contacts for the student. If the required person is not in the list of Key Contacts, you can use the **Person Enquiry** tab to search for them and then assign them as a Support Officer for this Relocation Occurrence.

Once a person has been selected you can click the **Details** button to open their [Person Details](#).

A **Memo** can be recorded.

Click the **OK** button to save the Schools Approached Details and return to the [Relocation Details](#) page.

## Special Transport Needs (Student)

### Special Transport Needs

The Special Transport Needs page enables you to manage transport requirements for a student. It is opened by clicking the **Special Transport Needs** link from the **Student Details** page.

### Student Summary

The student summary details are displayed.

### Special Transport Needs

If a student needs special transport facilities, for example, an escort or a harness, this panel enables you to record these requirements. The panel lists each record showing the **Need ID**, **Start** and **End Dates** and the surname and forename of the **Responsible Person**.

Highlight a record and click the **Edit** button to edit it or **Remove** button to remove it.

Click the **Add** button to enter new **Transport Needs Details**.

### Transport Needs Details

Use the drop-down to select a number for the **Need** field. Click the **Select** button to open the **Person Selector** to select a **Responsible Person**. The Responsible Person is the person answerable for the Special Transport Need of the student or the escort assigned to travel with the student to cater for their needs, (this may be a medically trained escort).

It may be that the student requires additional seating facilities (e.g. a seat for an escort). If this is the case, enter the number of **Additional Seats** in the box.

Enter a **Start** date from which the Special Transport Need for the student is required. The **Start** date is mandatory but the **End** date may be left blank.

Click the **Save** button to complete the process.

# 17 | EY Census Return (Statutory)

## Early Years Census (Statutory)

The Department for Education (DfE) mandates that an early years census is returned of private, voluntary and independent (PVI) providers and children. This enables Local Authorities (LAs) and those, such as software suppliers working on their behalf, to prepare the necessary processes and data to ensure compliance.

The early years census is collected annually on the third Thursday in January (17<sup>th</sup> January 2019). The data provided must apply to the PVI provider as of the census week (week commencing Monday 14<sup>th</sup> January 2019). The deadline for the submission of data to the DfE is Friday 8<sup>th</sup> March 2019.

The census does not cover local authority maintained nursery schools or nursery classes in maintained schools and academies, which are included as part of the School Census and which are included as part of the annual school census.

The early years census is required from any PVI setting, where one or more of their children (aged 2, 3 and 4 years as at 31<sup>st</sup> December 2018) are receiving early education that is funded by the DfE.

The DfE have made a number of changes to the data collection requirements for the SEN2 Return for 2019 and the business logic used when generating the return has been updated to reflect this.

Full details of the business logic used is available in the *One SEND Handbook* available on the **One Publications** website.

### Childminders

Childminder Agencies enable individual childminders a choice as to whether to register directly with a LA and submit an individual return direct to the LA. Or to register with a Childminder Agency where the agency will submit an individual return for each individual childminder that is registered with that agency.

Childminder agencies are required to submit an individual level return for each childminder registered with them.

Independent childminders (who are not part of an agency) are required to submit a childminder return to their local authority.

**Childminder Provider Category** codes are defined via **Tools | Administration | Lookups | Table\_ID 1202 Childminder Provider Category**.

## Data Protection and Data Sharing

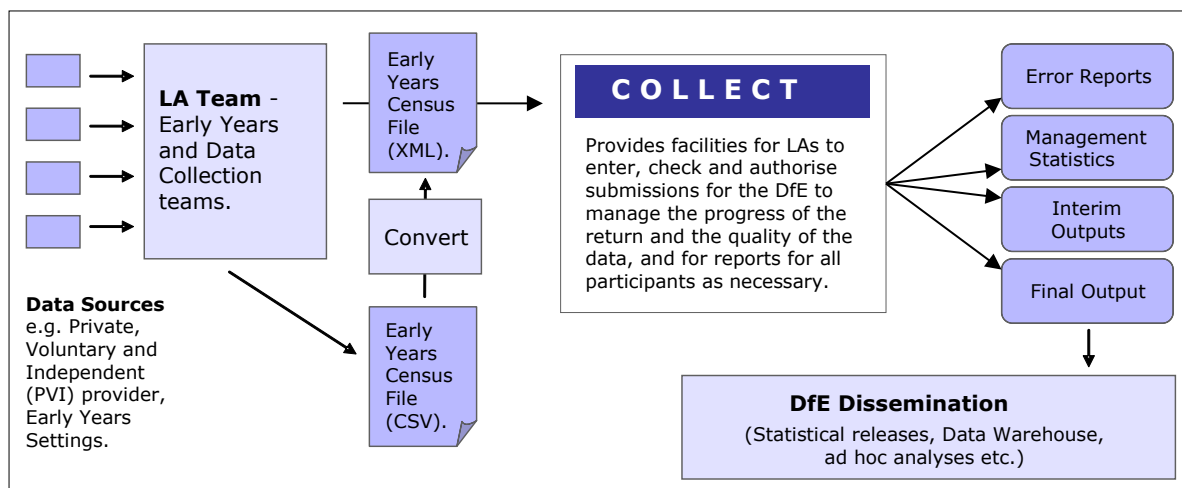
Personal data, such as that collected in the Early Years Census Return, must be managed in accordance with the requirements of the **General Data Protection Regulation (GDPR)**.

GDPR gives rights to those (known as data subjects) about whom data is held, such as pupils, their parents and staff. This includes:

- the right to know the types of data being held
- why it is being held
- to whom it may be communicated.

## COLLECT (EY Census)

The data collection covers all LAs in England that are expected to provide data on all early years providers and children in their authority. The census uses COLLECT (Collections Online for Learning, Education, Children and Teachers) as the data collection mechanism.



The DfE will form an expected list from the previous year's return, which LAs can check on COLLECT once the data collection is live. LAs can notify the DfE of any changes before the collection via the DfE helpdesk.

The DfE has provided a data entry spread sheet that enables the input of the file header and individual child record information. On completion of entry of the data, the file can then be converted to XML format, via the spread sheet, to allow for uploading to COLLECT.

**NOTE:** The data entry spreadsheet is available on the DfE's website:

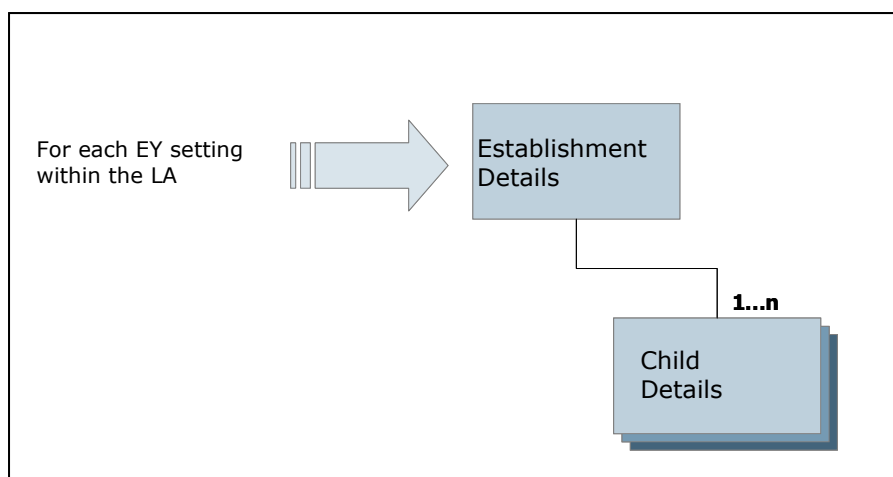
<https://www.gov.uk/guidance/early-years-census>.

## Early Years Census File (Statutory)

### Early Years Census File

The **Early Years Census** file consists of the following two levels:

- Establishment
- Child.



Each level comprises one or more modules (a subset of a data level). Both levels are returned together as a single data return for each EY Setting.

The return contains the following three modules for each **establishment**:

- **Establishment Characteristics** – contains the following information: LA number, LA URN, OFSTED URN, establishment name, postcode, contact details, EY Provider category, EY Setting type. EY daycare, maintained school relationship, establishment partnership, weeks open per year, EY funding weeks, opening and closing times.
- **Staff Information** – contains the following information about the staff working at the early years setting: number of staff with relevant qualifications, teacher status, professional status. It does not include volunteers.
- **Child Statistics** – information collected is based on those PVI settings that have any funded children (aged 2, 3 or 4 as at 31<sup>st</sup> December 2018) at the time of the census. In such settings, a separate count is required of 2, 3 and 4 year old children, both funded and unfunded.


The return contains the following four modules for each child:

- **Child Identifiers** – contains the child's name, date of birth and gender.
- **Child Characteristics** – contains the child's ethnic code (optional) and the number of funded hours and childcare hours, disability access fund, number of hours at the setting, total funded hours (Spring), and the EY pupil premium.
- **Child SEN** – contains the child's special educational needs and disability (SEND) provision.
- **Home Information** – contains the child's home address.

For the purposes of this collection, a child's age is defined as:

- 2 years old – has a date of birth between 1<sup>st</sup> January 2016 and 31<sup>st</sup> December 2016.
- 3 years old – has a date of birth between 1<sup>st</sup> January 2015 and 31<sup>st</sup> December 2015.
- 4 years old – has a date of birth between 1<sup>st</sup> January 2014 and 31<sup>st</sup> December 2014.

## Early Years Census Functionality (Statutory)

 Reference Guide **RG\_EY\_Census\_Return** is available on the **One Publications** website ([www.onepublications.com](http://www.onepublications.com)) via **Home | Reference Guides | Early Years** and on **My Account** to help with this process.

The early years census return is accessed in v4 Client via **Focus | Early Years | Census Return**. This opens the [Early Years Census Enquiry](#) page.

### Early Years Census Enquiry (Statutory)

1. Enter the search parameters and click the **Search** button to display summary information about existing census records.
2. Select a census record and click the **Open In New Window** button to see the details of the existing early years census returns.
3. Click the **New** button to create a new [early years census return](#).

### Early Years Census Return (Statutory)

The **Early Years Census Return** page is divided into three panels:

- Basic Details
- Providers
- Error Log

#### Basic Details

1. Enter a **Batch Description**; this is a mandatory field.
2. Click on the calendar drop-down to populate the mandatory **Setup Reference Date** field.
3. Click the **Browse Folder** button to locate an **Output Folder** on your local drive, where the census returns are saved.

#### Providers

1. Click the **Add** button to display the **Search Childcare Provider** browse.
2. Select the providers to be included in the census.
3. Highlight the provider and click the **Service and Details** button to view further information about the provider and select the **Service for Census**.
4. Click the **Save and Populate Services** button to save the record.
5. Click the **Generate** button to generate the return and add the details onto the application server. The generation process pre-populates the establishment level information from current funded services at the provider; this includes opening times information, staff numbers and qualification level, and child number.

When the return is generated, the XML file is stored in the output folder on the application server as follows:

820\_EY\_19\_1.xml

Where: 820 is the LA number  
EY is the Early Years Census  
19 is the year  
1 is the month

**NOTE:** The data entry spreadsheet is available on the DfE's website:

<https://www.gov.uk/guidance/early-years-census>

The XML message structure is available on the DfE's website:

<https://www.gov.uk/government/publications/early-years-census-2019-technical-specification>

When the census return has been generated the **Basic Details | Run Date** field is updated and a **Workflow Message** appears on the **Home** page. Clicking the message takes you to the **Census Return Batch Details[Name]** page. The list of providers is updated with the **ReturnID**, the **Warning Message** and the **ServerPath**.

All providers must have a valid **Service for Census** selected in order to generate the census. Update the **Provider Service Details** or select the missing **Service for Census** by clicking on the **Service and Details** button.

After the census has been successfully generated, click the **Validate** button.

Click the **Retrieve** button to save the file to the specified **Output Folder** on your local drive.

### Error Log

The **Error Log** panel is populated when the EY Census is generated. It lists the name of the **Provider** and an **Error Description** for that file. Click the **Details** button to view complete error details.

Save the error log to the location of the specified **Output Folder**.

Use the error log to fix the file and then regenerate the census return.



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