

Capita



# FID Family Information Refresher

Professional Services

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## Introduction

The Family Information Directory (FID) provides a single comprehensive directory of childcare information, facilities and publications readily available to the local community. The software provides parents, carers, prospective parents and other interested members of the public with convenient, easy to use information on local childcare provision.

The portal provides an interactive tool that highlights the location of provision and services in proximity to the enquirer's place of work or home and provides a more efficient enquiry process enabling real time responses to be provided.

If you are collecting data from providers via the Provider Portal Self Update, then this data can feed the FID directory. In addition, you can maintain details for Early Years providers, you can use Early Years to maintain details for services to the wider family and publish these details to the FIS site too.

The Export mechanism also enables you to import data from Ofsted into holding tables in One. This means you can monitor changes to registration and create new provider based on their official registration process.

## Benefits

This refresher provides your admissions team with an opportunity to review if they are getting the best use out of the module. It is an opportunity to:

- Train new staff, and staff with inherited knowledge
- Implement features you have not used before
- Review best practice used by other Family Information teams to maximise the use of the functionality to share data with parents
- Provide training so you can confidently support parents and providers
- Test new features and opportunities the product offers

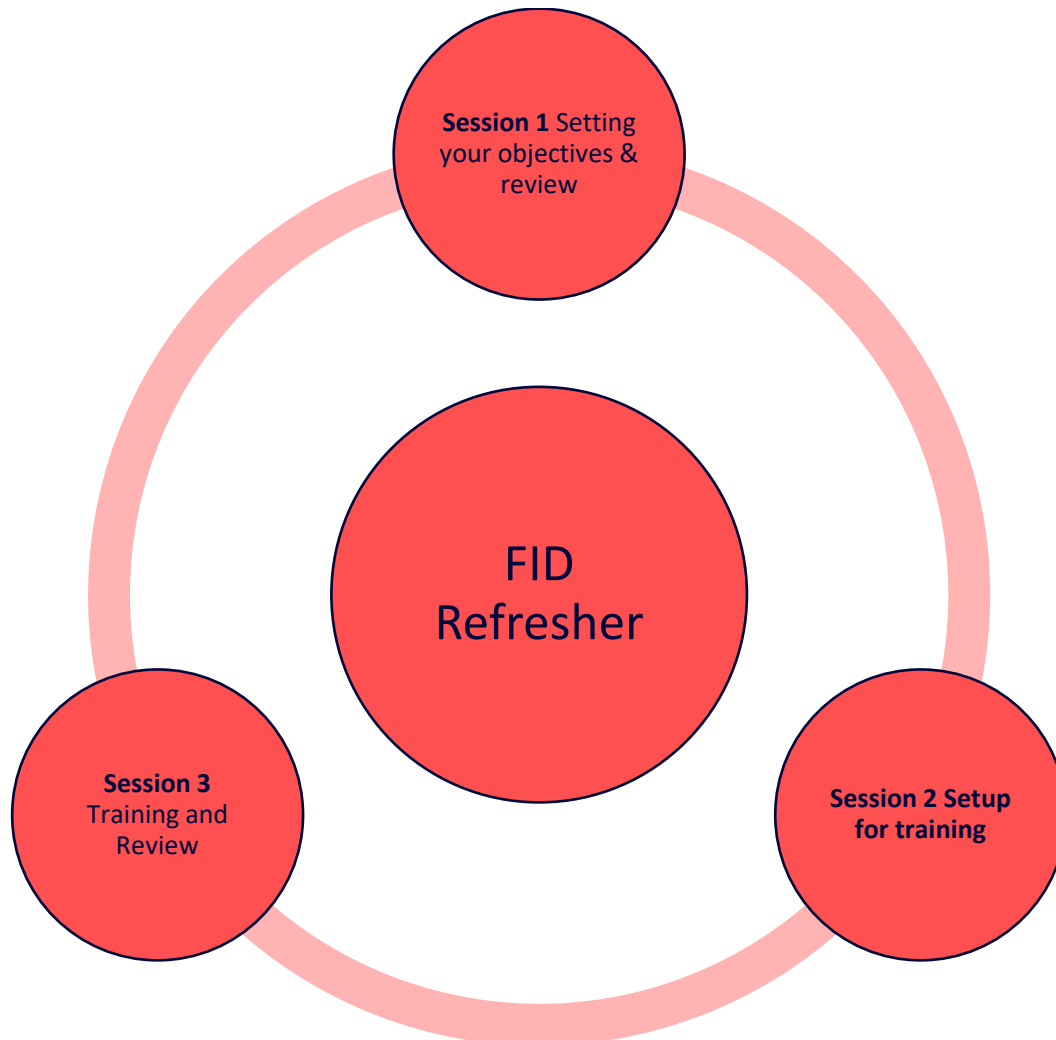
## Pre-requisites

To enable us to provide a quality service, the following is required from the Local Authority:

- Have Early Years, and FID module
- Access to participate in Microsoft Teams and or Webex sessions for support and configuration by the knowledge specialist
- One database at the current version or previous version
- Appropriate access to all One Clients for the Knowledge Specialist

## Service Overview

Capita will assist, revisit, and review your use Citizen Portal for Schools Admissions by providing the following:



Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Coordinator will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Coordinator is the coordinating Capita staff member assigned to the project and is therefore able to respond authoritatively to the needs of the project and will actively and continually monitor progress on all risks, issues, actions, and decision in order to ensure successful delivery.

## Service Details

### Session 1(Remote): Refresher Scoping

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• Location for a meeting with access to screen</li> <li>• Access to a workstation with full access to One Test, with system admin rights for V4 Client</li> <li>• Test is recent copy of live</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Review how you are using the Early Years for FID</li> <li>• Understand the challenges you face</li> <li>• Agree what your training objectives are and what the training should focus on</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• Family Information / Early Years Managers to understand their service needs</li> <li>• One Support – impact on One and reporting and support</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Review the parents experience via the FID Portal</li> <li>• Local challenges – providers, parents and data needed</li> <li>• Review the requirements how the Family Information Team want to work with Ofsted and published data</li> <li>• Agree training agenda for on-site sessions</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• All parties have a mutual understanding of what they want to achieve from the work package</li> </ul>

## Session 2(Remote): Configuration of Test

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Key contact has can participate in MS Teams, and Webex meetings</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Set up the Test Environment</li> <li>• Skim test it works form Parent application to import into the ONE</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Family Information team lead be available for any key questions</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• Configure Early Years, Bases and FID</li> <li>• Setup features not used currently that are needed for training</li> <li>• Configure the FID Demo for new features</li> <li>• Skim test</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Test system is working end to end, ready for training</li> </ul>

## Session 3(Onsite): User Training

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Key contact for the Knowledge Specialist to contact who has full systems access to the One V4 Client, Online Client, and access to Crystal or permissions to run reports</li> <li>• Venue for session and users have access to Test and Live for fthe V4 Client</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• Understand the parents experience</li> <li>• Have a clear view of what they want to adopt in their live environment</li> <li>• Understand how to apply changes to the live environment</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• One coordinator or Key contact with full access to One</li> <li>• Family information team</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• FID Site</li> <li>• FID Administration</li> <li>• Ofsted</li> <li>• Data Console</li> <li>• Enquiries</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• The family Services team are confident to apply new knowledge</li> </ul>



## Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<b>Reporting (Off Site)</b> Adapting reports to support local needs  <b>Benefits</b>  <b>Cost:</b>	2	One Administrator