

Capita



# Early Years – New Implementation Package

Professional Services

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## Introduction

The Capita One Early Years v4 module provides a comprehensive recording mechanism. Supporting Early Years teams to manage the Early Years provision within their LA. Includes the management and generation of payments, administration of the headcount process and the ability to record information to support and evidence the quality assurance work undertaken. The module has integrations with our Headcount and Two-Year-Old Eligibility Portals. There are further online developments to support the collection of Attainment and Provider Census information through the Better Start and Self Update Portals.

Due to the business-critical nature of this solution it is vital that local authorities implement this module in a structured way. Ensuring a smooth and seamless implementation of the module and the maximum realisation of benefits.

Local authorities can benefit from the vast experience of our dedicated EY delivery team. EY Specialists guide Local Authorities through the implementation process. The EY delivery team have worked closely with our product development team over several years. They have guided many authorities through migrations onto our latest platform and brand-new implementations of the module.

It is important to us that all local authorities have access to our team of EY Specialists and receive support and guidance where necessary. Ensuring that the implementation process runs smoothly. To effectively manage resources and ensure local authorities receive support when required, we have created a detailed Early Years v4 Implementation Programme.

The service covers the following schedule of work:

- Project management throughout the implementation process.
- Review of the current systems/processes for managing Early Years information
- Overview of the Early Years v4 module
- Implementation and set up of users/permissions in your Test Capita One software
- User Acceptance Testing support
- Training on the key elements of the EY module on your Test system (Providers and Payments)
- Implementation and set-up of users/permissions in your Live Capita One software
- Mop Up/Review Session and project closure.
- Creation of Management Information reports to provide key information about your Early Years data, implementation of the Provider Portal for Headcount information and/or the Two-Year-Old Funding eligibility checker (in Citizen and Provider Portal) (Note: These are optional additional services available to sites who may want to include this work with their implementation).

The Project Manager assigned to your project will work with you to ensure all prerequisites are completed prior to the sessions taking place.

There is scheduled contact throughout the project to help manage any risks and issues identified. Risk management for Early Years teams necessitates careful planning to ensure the relevant resources from both the Local Authority and Capita are available at the correct time.

Additionally, our Knowledge Specialists can advise on best practice approaches to managing the module, its dataset, and core relationships throughout the software.

## Benefits

- The Early Years module helps to audit and track payments from the Local Authority, through your finances system to the providers.
- With a single child record being shared amongst your other services there is greater potential for children being provided for. Sufficiently leading to more efficiently targeted services.
- Integrated funding for Forecast, Actual and Adjustments of Universal, Extended, Two-Year-Old Funding, EY Pupil Premium, Disability Access Funding, Adhoc Payments, SFF, Spot Payments
- Generation and Authorisation of finances can be separated to conform to local audit policies. An overview of payments by multiple stakeholders will help identify inaccurate payments early

## Pre-requisites

- This work package is based on a typical Early Years Implementation, a pre-implementation scoping session must have been completed with a Capita Knowledge Specialist to identify any differences or extras that you may require, this is to ensure that there are no mid-implementation surprises.
- If you intend to use the Early Years Pupil Premium functionality for checks and supplements as part of the EY Implementation, you will need to complete an ECS Accreditation form to apply for this generic bulk account.
- An existing single user account used for individual checks is not acceptable to the ECS service, neither is an existing generic bulk account that was applied for against another software solution.
- To access the ECS Accreditation Application Utility already prepopulated with Capita One details, go to our software support portal <https://support.capitasoftware.com/> and search for **KB0026532**.

*Note: You need to register for a support account to gain access. You can ask your Capita One Project Manager to provide this if you cannot get access yourself*

## Service Overview

Capita will assist in the successful implementation of the Early Years Module by providing the following:



Capita believe in a strong emphasis on a proactive partnership with the customer. The Capita Project Manager will work closely with the customer's appointed Project Lead throughout the project to achieve this. The Capita Project Manager 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

### Prerequisite: Pre-Implementation Scoping

<b>Objectives</b>	<ul style="list-style-type: none"> <li>You will work with a Capita Knowledge Specialist to discuss your Early Years v4 implementation needs, this will identify any extra sessions or further requirements necessary for providing an accurate sales brief.</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>One coordinators and key Early Years stakeholder</li> <li>Capita Account Manager</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>Identify areas of variation from this standard Early Years Work Package</li> <li>Discuss all functionality that a new customer requires as part of the Early Years module implementation.</li> </ul> <div data-bbox="659 1005 1350 1115" style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p><i>Please discuss any data migration needs with us in addition to the module implementation. E.g. Historic Children, TYOF checks, EYPP checks, 30 hour checks</i></p> </div>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>Local Authority and Account Manager have comprehensive knowledge of the Early Years Implementation requirements.</li> </ul>

## Session 1: Project Planning

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>The project manager will have taken you through all prerequisites before providing your own Risk, Actions, Issues and Decisions project log.</li> <li>These prerequisites must have been completed before the Test system can be configured.</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>You will work with a Capita Knowledge Specialist to plan your Early Years v4 implementation.</li> <li>Project dates will be agreed, and any Risks and Actions identified</li> <li>Early Years will be Demonstrated</li> <li>Local Service requirements will be discussed e.g. DAF, EYPP</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>One coordinators and key members of the Early Years team; it may be useful if a representative of the finance team is also available to discuss their availability</li> <li>It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>Prerequisites identified and owned</li> <li>Discuss Assigning Project Tasks</li> <li>Agree Any Outstanding Dates</li> <li>Provision of RAID Log</li> <li>Review EY Migration Report</li> </ul> <div style="border: 1px solid red; padding: 5px; margin-top: 10px;"> <p><i>Please discuss any data migration needs with us in addition to the module implementation.</i></p> </div>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>All preparation tasks and requirements are identified and planned for</li> <li>Provisional project dates booked for the entire project.</li> </ul>



## Session 2: TEST Configuration

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• Licence installed for One Early Years v4 (check if EY v3 licence necessary for migration)</li> <li>• SQL Script to prepopulate EY defaults run against the database</li> <li>• Delegate details provided for training</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• One Early Years migrated</li> <li>• The One Early Years Test environment configured and tested according to the recommendations from the previous session</li> <li>• The users are set up with the correct permissions in order to carry out training</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• This session is intended for One Coordinators who will manage the administration of users/permissions</li> <li>• Early Years Manager and key members of the business team should be available by phone/email</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Test Setup and Verification</li> <li>• Populate Generic User Group User/Super User/Authorisation</li> <li>• Configure EY Pupil Premium</li> <li>• End-to-end EY Test</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Early Years v4 is configured on Test</li> <li>• Users are set up with the correct permissions required for training</li> </ul>

## Session 3: Provider Maintenance Training

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• One Early Years configured</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• Early Years users fully trained in:</li> <li>• Provider Maintenance</li> <li>• People and Student records</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• This session is intended for One Coordinators who will manage the administration of users/permissions</li> <li>• Early Years Manager and key members of the business team should be available by phone/email</li> <li>• It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• General v4 training</li> <li>• Navigation of Early Years Providers and Services and an understanding the relationships.</li> <li>• Adding a new Provider</li> <li>• Adding a new Service</li> <li>• Maintaining a Provider</li> <li>• Maintaining a Service</li> <li>• Adding Contacts</li> <li>• Adding Carers (EYPP)</li> <li>• Running Reports</li> <li>• Census data items and census generation</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Users are able to navigate the EY v4 module and to carry out routine tasks</li> <li>• Users are able to confidently carry out UAT</li> </ul>

## Session 4: Payments and Finances Training

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• One Early Years configured</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• To provide training to enable EY users to navigate the system</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• This session is intended for One Coordinators who will manage the administration of users/permissions</li> <li>• Early Years Manager and key members of the business team should be available by phone/email</li> <li>• It is recommended that LA's have a representative from any 3rd party IT and network providers available if required to support the implementation</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• Setting up Terms and Payment Parameters</li> <li>• Adding Children to a term</li> <li>• Linking the Carer (for EYPP)</li> <li>• Adding Interim Hours</li> <li>• Bulk check EYPP</li> <li>• Generating and authorising initial payments</li> <li>• Adding headcount data</li> <li>• Managing apportionment</li> <li>• Generating and authorising final payments</li> <li>• Managing amendments</li> <li>• Generating and authorising amended Payments</li> <li>• Carry over</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• Users are able to navigate the EY v4 module and to carry out routine tasks</li> <li>• Users are able to confidently carry out UAT</li> </ul>

## Session 5: UAT Support

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>LA must have completed their User Acceptance Testing</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>The Knowledge Specialist will provide help and answers to the LA results of the UAT</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>Early Years Data Team</li> <li>Early Years Finances Team</li> <li>Early Years Manager</li> <li>One Coordinator / 3<sup>rd</sup> Party Support</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>A Question and Answer session based on any questions / issues arising from UAT</li> <li>Demonstrations and advice as necessary</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>The Local Authority Early Years Support are satisfied that their UAT has been successful and they can sign their testing off, allowing for Live Configuration</li> </ul>

## Session 6: LIVE Configuration

<p><b>Key Prerequisites</b> (full list provided in RAID log)</p>	<ul style="list-style-type: none"> <li>• Licence installed for One Early Years v4 Live (check if EY v3 licence necessary for migration)</li> <li>• SQL Script to prepopulate EY defaults run against the database</li> <li>• Delegate details provided for training</li> <li>• EYPP ECS Accreditation details provided and entered into the configuration</li> </ul>
<p><b>Objectives</b></p>	<ul style="list-style-type: none"> <li>• One Early Years migrated</li> <li>• The One Early Years Live environment configured and tested according to the recommendations from the previous session</li> <li>• The users are set up with the correct permissions</li> </ul>
<p><b>Audience</b></p>	<ul style="list-style-type: none"> <li>• This session is intended for One Coordinators who will manage the administration of users/permissions</li> <li>• Early Years Manager and key members of the business team should be available by phone/email</li> </ul>
<p><b>Standard Agenda</b></p>	<ul style="list-style-type: none"> <li>• Live Setup and Verification</li> <li>• Populate Agreed User Groups User/Super User/Generate/Authorise</li> <li>• Configure EY Pupil Premium</li> <li>• End-to-end EY Test (as allowed on Live)</li> </ul>
<p><b>Outcomes</b></p>	<ul style="list-style-type: none"> <li>• Early Years v4 is configured on Live</li> <li>• Users are set up with the correct permissions required for EY Roles</li> </ul>

## Session 7: Go-Live Support

<b>Key Prerequisites</b> (full list provided in RAID log)	<ul style="list-style-type: none"> <li>• LA must be ready for go-live</li> </ul>
<b>Objectives</b>	<ul style="list-style-type: none"> <li>• The Knowledge Specialist will provide help and support during or post EY go-live</li> </ul>
<b>Audience</b>	<ul style="list-style-type: none"> <li>• Early Years Data Team</li> <li>• Early Years Finances Team</li> <li>• Early Years Manager</li> <li>• One Coordinator / 3<sup>rd</sup> Party Support by email/phone</li> </ul>
<b>Standard Agenda</b>	<ul style="list-style-type: none"> <li>• A Question and Answer session based on any questions / issues arising from go-live</li> <li>• Demonstrations and advice as necessary</li> </ul>
<b>Outcomes</b>	<ul style="list-style-type: none"> <li>• The Local Authority Early Years Support are satisfied that they are comfortable with their processes</li> </ul>

## Additional Service Options

Additional Elements (as required)	Sessions required	Resource Required
<p><b>Creation of Management Information Reports to support the Early Years Module</b></p> <p>Reporting requirements can be documented during the project. If support is required to produce these reports this work can be estimated and costs provided based on the exact requirements of the LA. Please discuss your requirements with your Account Manager</p> <p><b>Benefits</b></p> <p>Reports can be produced to display any information recorded in the One database, this information can be used to export payments to your finances solution, to provide transactions to providers, check data quality which in return can be used to inform training</p> <p><b>Cost:</b> Subject to Scoping</p>	TBC	Professional Services
<p><b>Refresher Training/New User Training</b></p> <p>Training on any/all of the Early Years Suite of products:</p> <ul style="list-style-type: none"> <li>• Early Years Back-Office</li> <li>• Portal Back-Office</li> <li>• Two-Year-Old Funding Portal</li> <li>• Self-Update Portal</li> <li>• Headcount Portal</li> <li>• Better Start Portal</li> </ul> <p>Delivery of training will be based on your exact requirements, and can be hands on, chalk-and-talk as required. Please discuss your requirements with your Account Manager</p> <p><b>Benefits</b></p> <p>New starters can be trained to a high standard, existing users can gain better perspective on the existing Early Years functionality, often in areas that are overlooked or if used correctly make processes smoother.</p> <p><b>Cost:</b> Subject to Scoping</p>	TBC	Professional Services

Additional Elements (as required)	Sessions required	Resource Required
<p><b>Ask the Expert Sessions</b></p> <p>If you need adhoc support for the Capita One Early Years suite of modules that you do not consider warrants a full training session, then one of our Ask the Expert sessions may be a better way of providing this support. A Knowledge Specialist will work with you remotely to answer questions / demonstrate requested functionality.</p> <p><b>Cost:</b> Subject to Scoping</p>	TBC	Professional Services
<p><b>Customised Integrated Finance Export Tool</b></p> <p>Capita One integration Services can create custom tools to export your payments; in a required format, for you to import directly into your financial payment solution.</p> <p><b>Benefits</b></p> <p>This will help to integrate into your end-to-end financial process</p> <p><b>Cost:</b> Subject to Scoping</p>	TBC	One Integration Services
<p><b>IDACI integration for individual Spot or SFF payments</b></p> <p>Capita One integration Services can work with you to create custom tools to calculate IDACI supplementary payments and integrate these directly into your child finances, ready for generation as part of your financial process.</p> <p><b>Benefits</b></p> <p>Reduction of manual processes of complex individual hourly rates or spot payments</p> <p><b>Cost:</b> Subject to Scoping</p>	TBC	One Integration Services