

# Nottinghamshire County Council Provider Headcount Portal

## INFORMATION SHEET

### What is the Provider Portal?

The Provider Headcount Portal is a web based application to be used by Nottinghamshire County Council Early Childhood Services Team to collect child data in order to fund their early years place. It is designed for providers in the PVI sector to use for claiming the termly funding for eligible 2, 3 and 4 year old children. The Provider Portal enables providers to log on securely anytime, anywhere using a unique password known only to the provider.

It allows secure password protected access to their settings Early Years database enabling providers to submit funding claim data online, quickly and efficiently. It provides a comprehensive picture of the children funded at the setting, term after term, on the settings own computer.

**NB** As with all computers and passwords, they are as secure as you make them i.e. limit use of access; protect the password; back-up the data regularly; ensure that the computer/office is secure at all times.

### Key Benefits

- More effective and secure
- Reduces time spent completing paper claim forms.
- Removes the cost of postage for both provider and Local Authority

In September 2015 we launched the Early Years Headcount Provider Portal for PVI providers, and from Spring 2016 we rolled it out to childminders too. Whilst paper forms will not be required for those providers signed up to the portal, settings are still required to retain a signed copy of the completed parent Funding Request Forms for auditing purposes.

For Early Years Pupil Premium (EYPP), providers can submit carer information via the portal. Early Years will check the parent/carer eligibility and fund accordingly. OFSTED will monitor how the EYPP is utilised within the setting.

### FAQs

#### How is a password for the portal obtained?

- We will issue a user name and password by email and providers will need to follow the on-screen instructions on how to activate their accounts, when they receive these details.
- The login is created by our Data, Systems and Information Team and the initial password provided can only be **used once**.
- The login details created by DS&I Team must be copied and pasted into the username and password box on the portal using the recommended browser GOOGLE CHROME. 
- Users will then receive a 'prompt' to change the original password to another one of the user's own choice (8-10 characters including at least one upper case letter and at least 2 numbers) and asked to select a 'secret question'.

#### How is access to the website gained?

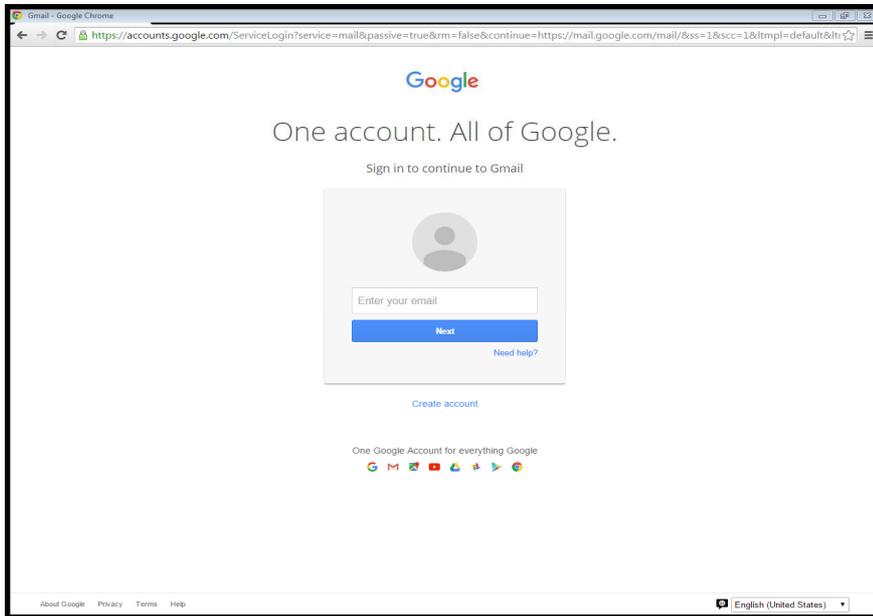
Copy and paste the URL from your email message into GOOGLE CHROME. You will receive a new email message each time you receive a new "task" to complete in the Provider Portal. Please note: some internet explorer versions will work and some will not which is why we are recommending you use GOOGLE CHROME if you have it. [DO NOT open the link directly through the email. Always copy and paste the URL address from your email message into the GOOGLE CHROME browser bar.](#)

#### Google Chrome Icon



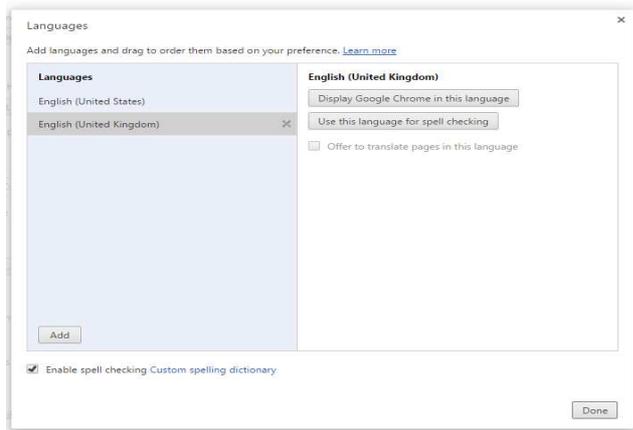
**Before you start, change all the settings to English United Kingdom as this will hopefully resolve any issues with dates of birth in the wrong format. See screen shots on next page.**

### Google Chrome settings – screen shots and instructions



Click on these 3 lines and select: 'Settings', scroll down to 'Show advanced settings' 'Language and input settings' Add English United Kingdom if not there, and click on it and on right hand side click 'Display Google Chrome in this language' and 'Done' (as below)

Change this to English (United Kingdom)



### What if the password is forgotten or entered incorrectly?

Select the 'forgotten password' box.

- Keep the password you've created safe and remember what it is.
- Make sure the password is entered in the correct format i.e. using the correct upper or lower case.
- Make sure that the '**Caps Lock**' is '**off**' on your keyboard.
- Do not keep re-entering what you think might be your password. If you cannot remember what the password is that you have created then select '*forgotten password*'. If the password is repeatedly entered incorrectly, the user will be locked out.
- Please email [eypp@nottsc.gov.uk](mailto:eypp@nottsc.gov.uk) or ring **0115 9772510** if you encounter a problem and we will reset your account.

### When is claim data submitted?

Providers will be set tasks to complete. You will receive alerts and messages to your registered email address. Providers will be informed at the beginning of each term when the Portal is available for use to claim funding for that term and will also be informed of the date in the term when the Portal will '**Lock**', after which date access to the portal will not be possible.

### **Do claims have to be submitted immediately at the start of term?**

No. The portal can be accessed to add to or amend data in an open task at any point before the date the portal is locked. However, do not leave submitting the claims until the last minute. If a problem occurs with submitting data there may not be enough time to rectify the error.

### **What if child details are entered incorrectly?**

Children may not be funded correctly if the data submitted is not accurate. To ensure that funding is apportioned correctly, please check all the data submitted.

- Make sure the DOB is correct
- Make sure funding is claimed for a child using the child's '*legal*' name, not their '*given*' name e.g. legal name is Benjamin - given name is 'Ben'.
- If there is a conflict between the data submitted and the data currently held on our system, then we may contact you to resolve any details.
- Errors cannot be rectified after the portal is locked.

### **Child DOB**

The DOB should be manually entered as **DD/MM/YYYY** (including adding the / ). The funding amount may not be apportioned correctly if an inaccurate DOB is submitted. If the DOB format automatically changes then follow the instructions below or 'trouble shoot' for the correct formatting on your computer.

- Make sure that your computers settings are set to UK. In Windows 7:
  - Select Control Panel
  - Select Clock, Language and Region
  - Select Change the date, time or number format
  - Make sure that the Format is United Kingdom
  - Select Apply if necessary

Or

- Select control panel
- Select date and time
- Select change date and time
- Select allow windows to make changes
- Select change calendar settings
- select short date and check it's set at DD/MM/YYYY (gives date format as 08/05/2015)
- Select press reset
- Return to normal screen.

You should also have set Chrome or whichever browser you are using to **English United Kingdom** rather than English United States to avoid problems with dates of birth – as mentioned above with Chrome screenshots for guidance.

### **Shared or stretched funding**

Do not select shared or stretched funded hours at this stage. This flag just tells you if the child was/is attending another setting, but this could be in a previous or a current term.

### **Family Address**

- Always use the postcode address finder, do not manually input unless you can't find the exact address for the child in the list.

### **Weeks / hours**

It is the responsibility of the provider to ensure that all the data submitted is accurate.

- Only claim up to the maximum number of funded weeks per term
- Enter the maximum hours attended per week as well as the number of hours claimed per week, e.g. 30 hours attended, 15 hours claimed.

### **Complete all data 'fields' in a task**

It is the responsibility of the provider to ensure that all the data submitted is accurate.

- **ALL** data 'fields' must be completed when submitting claims. The Portal will only import the data you enter. Empty 'fields' will mean that the data for that child will not be submitted.
- Claim the published funded week's entitlement for each child per term unless you are aware the child will be attending less for weeks, or if your setting is offering less than the published number of weeks this term.
- For 2016/2017 the funded weeks are:

**13 weeks** in Summer 2016, **14 weeks** in Autumn 2016 and **11 weeks** in Spring 2017

In previous terms some providers have not been paid because they did not submit a complete set of data.

**You MUST submit: WEEKS ATTENDED, MAXIMUM HOURS ATTENDED PER WEEK (this is what the child is booked in for). If you don't you might not get a payment.**

If you submit data in these two columns, the other three columns will be automatically populated. You can still change the hours claimed per week if the default value entered is not correct, e.g.

If you say child attends 13 weeks for 30 hours per week, the Hours Attended For Term column will be calculated and the Hours Claimed Per Week will automatically be capped at 15.

However, if you only want to claim say 8 hours for this child then you can still amend the Hours Claimed Per Week column and the Hours Claimed Per Term will automatically be adjusted.

### **What happens if the funding data is not submitted by the time the portal locks?**

The funding for the setting will not be processed and you will not receive a payment.

### **What if a child starts at the setting half way through a term?**

Claims data can be submitted at any point up to the 'lock' date.

- Late additions and amendments will be processed in the 'Amendment Task' issued to providers after the balance payment has been made.

### **What if a child starts or leaves the setting after the portal is locked?**

- Late additions and amendments will be processed in the 'Amendment Task' issued to providers after the balance payment has been made.

### **Childs Leave date**

- If a child left in the previous term, please insert an end date and do not claim funding for this child in the current term. Do not complete any of the fields to claim funding.

### **Funding Statements & reports**

We will periodically issue you with a funding statement which will detail payments for all children for a particular term. These can be found in Headcount Menu > Payment History

### **For other useful information, please refer to:**

<http://www.nottinghamshire.gov.uk/caring/children/childcare/free-nursery-places/log-in/>

(copy and paste this link into your internet browser.)

The user name is feyp and password for all providers is greenfrog

### **EY Contact details:**

- Please email [eypp@nottsc.gov.uk](mailto:eypp@nottsc.gov.uk) or ring **0115 9772510** if you encounter a problem and we will reset your account.