Early Years Provider Portal Help Guide

for the PVI Sector

People Directorate

Early Years Team

Contents

Introduction

The Early Years Provider Portal is a system that enables the PVI sector, schools, and academies to undertake the early years funding claiming process.

This step-by-step guide will help you through the claiming process including how to complete a headcount task, check for EYPP, inform us of any changes and validate and keep a check on working parent codes with ease.

Training sessions take place every term, more information can be found here:
Early Years - Nottingham City Council

You may notice that the system mentions brief information regarding school admissions *(for example, on the homepage or announcements page)* this is only applicable to schools, so please ignore this. This help guide is specifically for the funding claiming process.

Section 1: Logging on to the Portal

Logging on for the first time

1. In order have access to the portal you will need to be an Ofsted registered provider and complete the paperwork to become a funded provider, which includes a portal access form. Please contact the Early Years Funding Team to register.

2. Once registered, an account will be set -up and you will receive an email via an encrypted message *(fig 1)*:
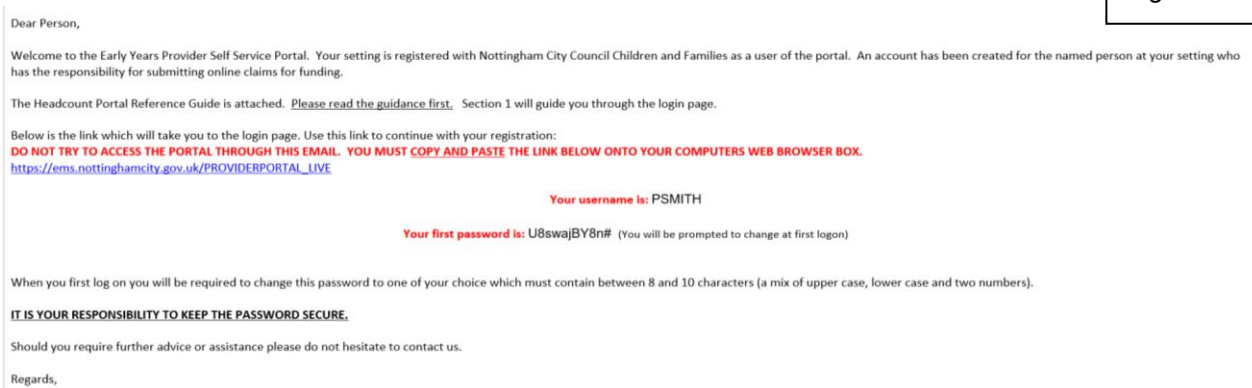
Dear Person,

Welcome to the Early Years Provider Self Service Portal. Your setting is registered with Nottingham City Council Children and Families as a user of the portal. An account has been created for the named person at your setting who has the responsibility for submitting online claims for funding.

The Headcount Portal Reference Guide is attached. Please read the guidance first. Section 1 will guide you through the login page.

Below is the link which will take you to the login page. Use this link to continue with your registration:
DO NOT TRY TO ACCESS THE PORTAL THROUGH THIS EMAIL. YOU MUST COPY AND PASTE THE LINK BELOW ONTO YOUR COMPUTERS WEB BROWSER BOX.
https://ems.nottinghamcity.gov.uk/PROVIDERPORTAL_LIVE

Your username is: PSMITH

Your first password is: U8swajBY8n# (You will be prompted to change at first logon)

When you first log on you will be required to change this password to one of your choice which must contain between 8 and 10 characters (a mix of upper case, lower case and two numbers).

IT IS YOUR RESPONSIBILITY TO KEEP THE PASSWORD SECURE.

Should you require further advice or assistance please do not hesitate to contact us.

Regards,

3. Click on the link in the email which will bring you to the following page (f*ig.2*):

Fig. 2

NCC Provider Portal

🏠 Home

Log In

Welcome to the NCC Provider Portal

Username

ℹ️
Please enter your username

...rly Years/Headcount

...me to the Early Years Provider Portal which is intended to make the process of submitting information to Nottingham City Council, Childrens Services more secure and convenient.

Password

As a childcare provider in Nottingham City you are required to submit information to us termly and annually as set out in the Early Years Provider Funding Agreement.

Log In

Please refer to the guidance and the **Terms and Conditions** from the link at the very bottom of the page, before attempting to log into the Provider Portal.

Forgotten your username?
Forgotten your password?

If you have any issues accessing the Provider Portal please contact by email on earlyyears@nottinghamcity.gov.uk, please note that any locked accounts will automatically be unlocked before 10am the next working day. If you have forgotten your password please use the forgotten password button.
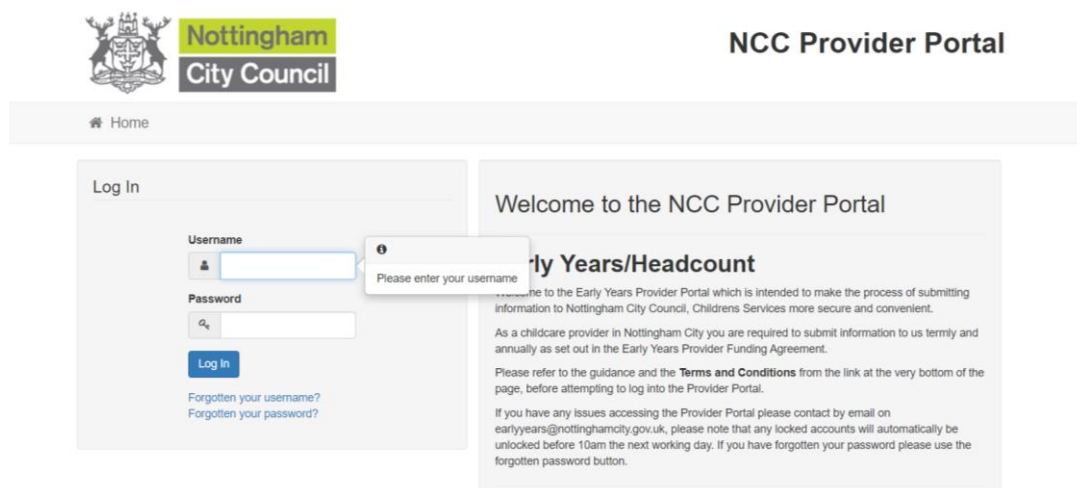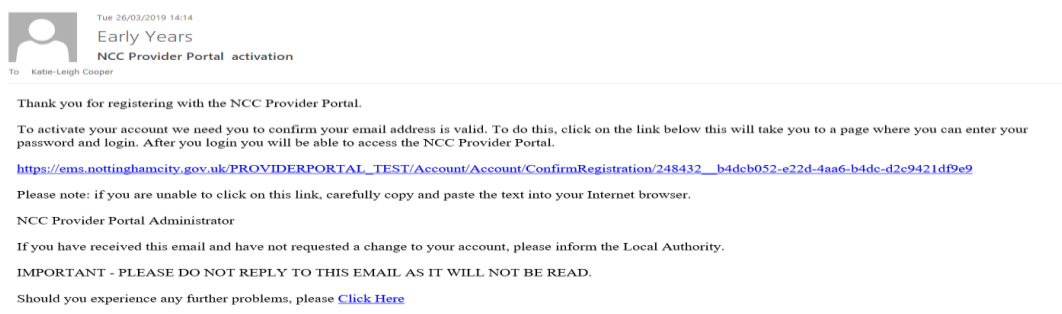
4. Enter the username and password from the email into the correct boxes on the log in page and click the blue 'log in' button.

5. You will then receive an activation email *(fig. 3)*:

Fig. 3

Tue 26/03/2019 14:14
Early Years
NCC Provider Portal activation
To   Katie-Leigh Cooper

Thank you for registering with the NCC Provider Portal.

To activate your account we need you to confirm your email address is valid. To do this, click on the link below this will take you to a page where you can enter your password and login. After you login you will be able to access the NCC Provider Portal.

https://ems.nottinghamcity.gov.uk/PROVIDERPORTAL_TEST/Account/Account/ConfirmRegistration/248432__b4dcb052-e22d-4aa6-b4dc-d2c9421df9e9

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

NCC Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

IMPORTANT - PLEASE DO NOT REPLY TO THIS EMAIL AS IT WILL NOT BE READ.

Should you experience any further problems, please Click Here

6. Follow the instructions on the email; you will then be able to change your password and choose a memorable question – you have now successfully logged on to the portal!

Forgotten Password/Username/Memorable Answer

1. If you have forgotten your log in details, please click the blue links *(fig 4)* on the log in page. (The portal will 'lock' if you enter the wrong details **three times).**

Fig. 4
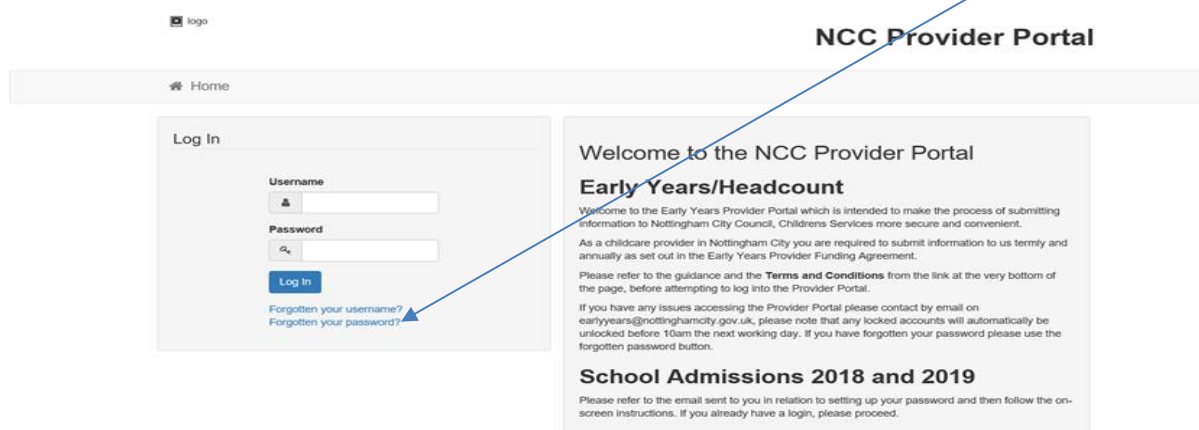
2. For a password reset, the following email *(fig 5),* which includes a link and a temporary password, will be sent to the registered email address as follows:

Early Years   Katie-Leigh Cooper   17/0...

Forgotten Password

You have chosen to reset your password, to enable you to login to the NCC Provider Portal.

In order to complete this process, you must choose a new password using the Link below.

Please click on the link below and login to reset it:

https://ems.nottinghamcity.gov.uk/PROVIDERPORTAL_LIVE/Account/Account/ConfirmForgottenPassword/257792__0973adcb-d618-4670-89c7-f6f52ef939eb

Please note: if you are unable to click on this link, carefully copy and paste the text into your Internet browser.

Temporary Password: UbSvua7A

NCC Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

IMPORTANT - PLEASE DO NOT REPLY TO THIS EMAIL AS IT WILL NOT BE READ.

Should you experience any further problems, please Click Here

3. Click on the link and copy the password exactly as it shows on the email, this will then take you to the following page *(fig 6)*:

🏠 Home

Change Password
Your password must be changed to allow access to the portal.

Current password *	🔑 ••••••••••
New password *	✏️	
Confirm new password *	✔️

Change password

ℹ️

Please enter password

- It must be a minimum of 10 characters but not more than 128 characters long
- It must contain a minimum of 2 numbers
- It must contain a minimum of 1 lower case character
- It must contain a minimum of 1 upper case character
- It must contain minimum 1 special characters
- It must not be same as the username
- It must not be same as the previous 10 passwords
- It must not numerically increment from previous password

4. Type the temporary password again in to the 'current password' box. You can then change the password (using the rules in the pop-up box) and will receive the following email (*fig 7):*

Early Years   Katie-Leigh Cooper

Password Changed Successfully   ∨

Your password has been successfully reset.

NCC Provider Portal Administrator

If you have received this email and have not requested a change to your account, please inform the Local Authority.

IMPORTANT - PLEASE DO NOT REPLY TO THIS EMAIL AS IT WILL NOT BE READ.

Should you experience any further problems, please Click Here

Locked accounts

1. If you enter the wrong information three times, the portal will 'lock' and a message will appear to contact the administrator.

2. Due to the high number of unlocking requests, all locked accounts are unlocked the **next working day, around 10am.**

Section 2: Portal Main Pages

Announcements

1. Once you are logged in the portal, the announcements page will show (fig.8). You should read this carefully as it contains up to date information around various funding aspects – urgent information is normally sent via email.

Fig. 8
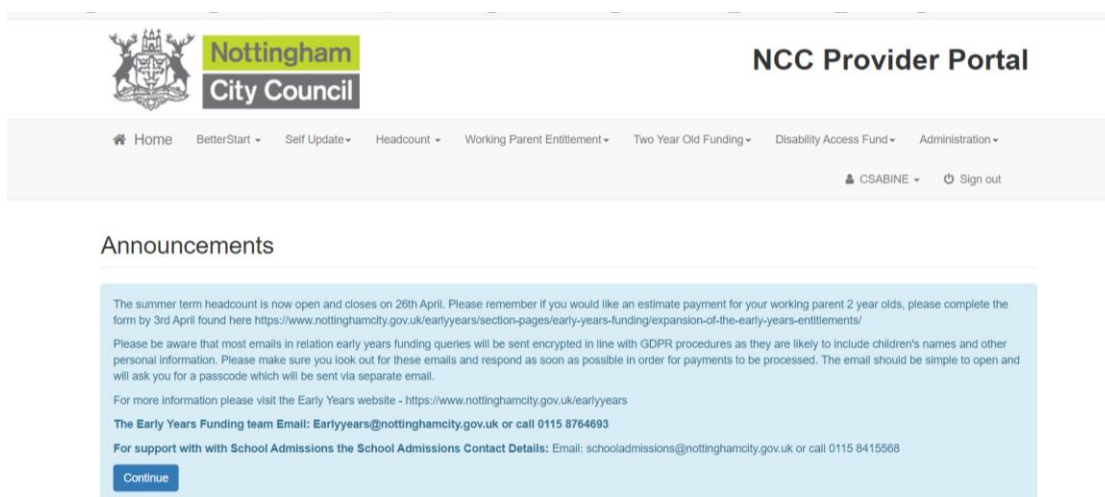
2. Click continue to take you to the homepage.

Homepage and access to functions

1. The homepage (*fig.9*) looks similar to this and includes the portal functions via tabs and menu links:

Fig. 9
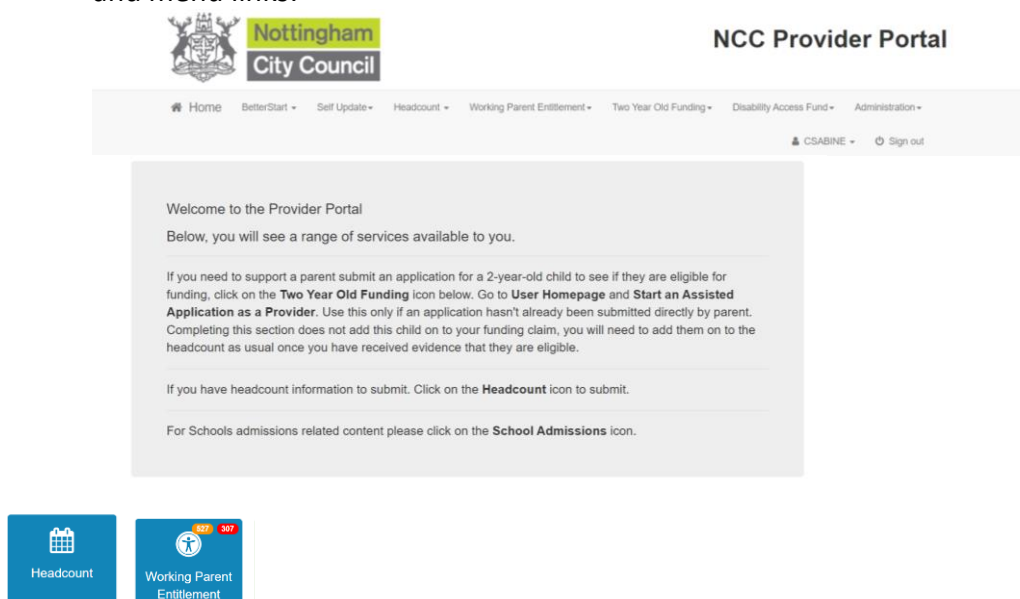
Section 3: Using the Headcount Function to Claim for Funding

Notification of a headcount task

1. When a headcount task is open the following automatic email *(fig.10)* will be sent to the registered portal user's email. A member of the funding team will also send an information email.
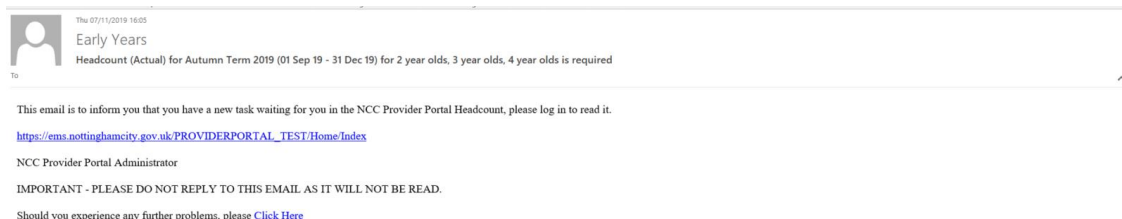
2. Click the link in the email, which will take you to the log in page.
3. Log in to the portal, read the announcements page and click continue.
4. You will be directed to the homepage as described in **section 2** of this guidance.

Please note: if you do not receive an automatic email around the portal opening dates specified in the Provider Agreement, please contact the Early Years Funding Team (0115 8764693) as soon as possible

Where to find the headcount task

1. Click on the headcount tab on the homepage, you will then be directed to the following page *(fig.11):*
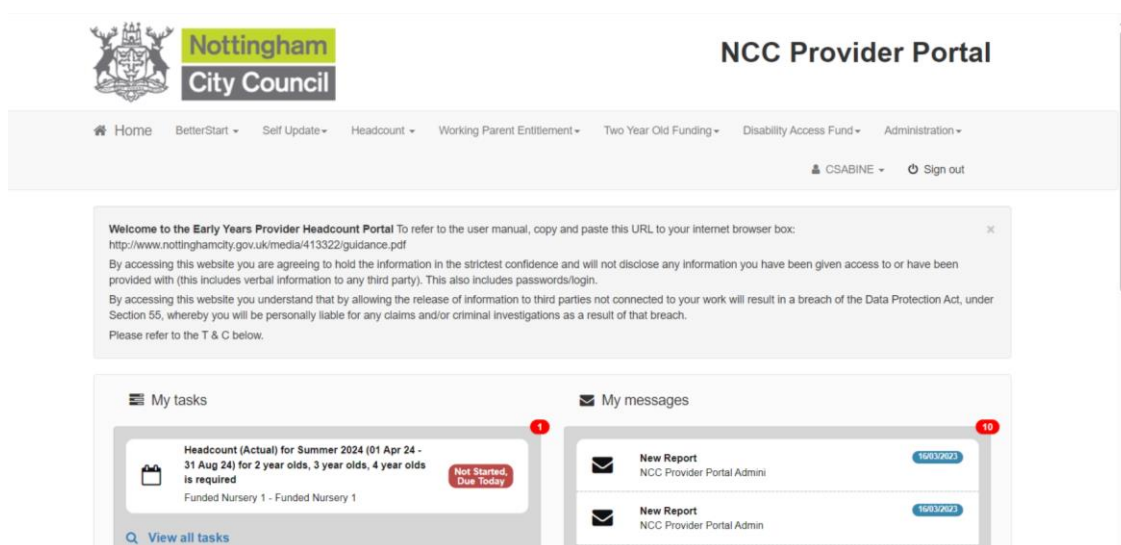
2. You will see your headcount task on the left-hand side under 'my tasks', with a box stating the deadline date and status of the task. The task will disappear once the deadline date has passed.

3. Click anywhere on the task and the following screen *(fig.12)* will appear:

Please note: For your first claim, there will be no children listed. For future claims, children will remain on the claim and appear on the task until an end date is entered. You will still need to complete the weeks and hours each term

Adding a new child to the headcount including checking for EYPP

Before adding a new working parent funded child, please follow the steps on page 15 to run a code check before proceeding to the next steps.

1. Please click on the 'add child' tab which will bring up the following screen *(fig.13)*:

2. Complete the details and click 'next'. If you have completed a working parent entitlement code check for the child (page 15), it will recognise the name and allow you to select the child. If not, the following screen will appear:

3. Continue to complete the fields *(fig 14)*. The ones with the asterisks must be completed; other information should be completed if known.

Add Child

Forename *	✏	Katie
Middle Name	✏	
Surname *	✏	Cooper
Gender *	○ Male ◉ Female	
Date of birth (dd/mm/yyyy) *	🗓	
Ethnicity *	👥	Please select ▾
First Language *	🌐	Please select ▾
SEND Status	🌐	Please select ▾
Funded Status	🏛	Let the system decide. ▾
Eligibility Code	✏	e.g. 50001005014

To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided. If you do not know the postcode, you can look it up HERE.

*If you have completed a working parent code check, the code should appear in the relevant box. You will need to ensure a code check is completed **before** adding the child on to the headcount (more information in the working parent code section on page 16)*

4. Click 'save'.

Checking for EYPP

5. At this stage the system will bring up the following screen *(fig. 15)*:

Personal Details | Carer Details

Parent /carer information is required to allow an economic assessment for Early Years Pupil Premium. If the information is not provided, no EYPP can paid for this child unless the child qualifies via a non economic route e.g 'Looked-After' status (LAC).

Provide Carer Information *   ○ Yes
                               ○ Decline to provide

Previous   Next

* Required field

Cancel   Save

6. If you have parental consent and wish to run an EYPP check, please click 'yes' and complete the fields. If you do not wish to claim for EYPP funding or parent/carers have not given consent, please click 'decline to provide'.

7. Once you have submitted the details will go through the next EYPP check which the team run several times a week.

8. If eligible, a letter P will show on the funding column in the headcount grid, this will come through depending on when a check is ran and is not necessarily real time. They will also appear on your end of term report.

   Please note that you will not be able to submit your headcount claim if you do not complete this section. This includes any children that you had claimed for in previous terms that may eligible. These will show with a RED warning triangle on the headcount grid.

9. Click 'save' and the child will now show on the headcount grid

Editing the headcount to input the hours wishing to claim

1. Click on the 'edit headcount' button, you will then see the following page *(fig.16)*:

Fig. 16

2. You will now be able to edit the start date, end date, weeks and hours.

3. Complete the start date; this can be any date from the start until the end of the current term for any new starters. If this was completed last term, please leave this date.

4. If you are aware that the child is going to leave in this term, please input the end date. This will ensure that the child will be removed from the claim after this term and you will not receive an estimate payment in the following term.

5. Complete the number of weeks you are wishing to claim *(maximum of 12 weeks for summer and spring and 14 weeks for the autumn term).*

6. Complete the average hours attended per week with the total hours that the child attends including any non-funded hours. This ensures that any double claims can be detected.

7. The system will auto-populate the universal hours and working parent entitlement hours if there is a valid code (see page 15). Please ensure that the populated hours are exactly as you want to claim - you are able to edit these if required.

- Working parent hours:
  - 15 hours for 9months (*from Sept 24*) up to the term after they are 2 years should auto populate in the 'expanded/extended…' columns.
  - If you are offering 30 hours for 3 and 4 year olds, these should auto populate in both the 'funded/universal columns' and 'expanded/extended' columns (15 in each)
  - If you are splitting the 30 hours, please ensure you are putting the hours in either the 'funded/universal' or 'expanded/extended' depending upon your offer.

- 2 year old disadvantaged funding and universal 3 and 4 year old funding – should populate 15 hours in the funded/universal column (see below regarding 2 year old disadvantaged funding).

8. If you are claiming for any new 2-year-old disadvantaged funded children, the headcount will show with an 'N' symbol under the funding column. The system will not allow you to add any further details yet.

For these children to show as eligible on the headcount and be claimed for:

- You must see a copy of the funding eligibility letter/email. If parents wish to check eligibility they can apply through asklion.co.uk , you can also support them with an assisted application through the portal, this part of the portal is managed by the Families Information Service fis@nottinghamcity.gov.uk
- After adding the child on to the headcount grid, you can complete the weeks and average hours columns, but you will need to submit the headcount in order for the 'funded/universal hours…' column to open. This is the payments column.
- A green circle number 2 should now appear and you now need to add the hours into the column labelled 'funded/universal hours..'
- If there is still an 'N' showing, the funding eligibility may be from another council, which you will need to send a copy of the eligible funding letter/email/code to the early years funding team, where they can update their system to show the child is eligible for the current term.
- After you have added in the hours, you will need to submit the headcount again.
- If the 'funded/universal hours..' column is zero, you will not receive payment for your disadvantaged 2 year olds.

9. Once you have added the hours in for all the children you are wishing to claim for, please click 'save'. This will take you back to the headcount grid with the hours now showing.

10. The status has now changed to indicate you have started but not submitted the task. The green box appears to show attendance has been saved successfully *(fig.17)*.
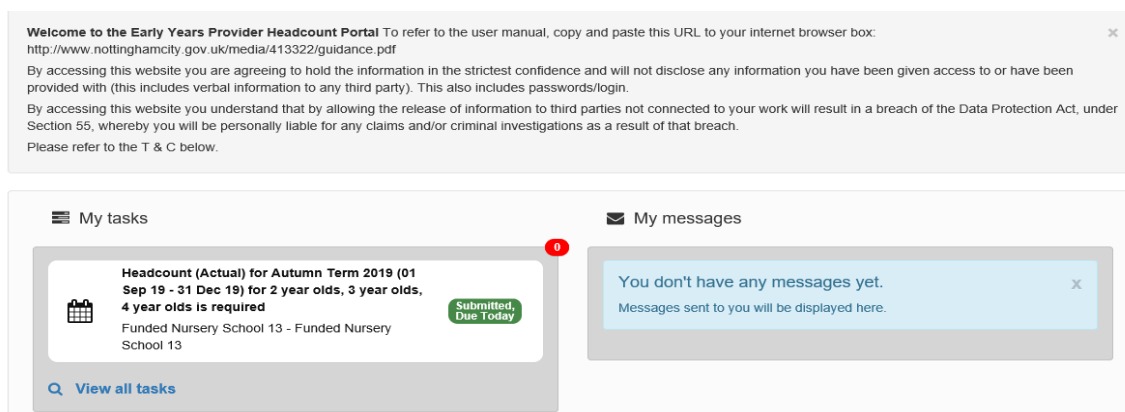
Fig. 17

Submitting the headcount

11. You can submit the claim once you are happy with all of the details, by clicking on the 'submit' button.

Please note: You can submit the claim, as many times as you like up until the deadline date, this is helpful if you need to add any new starters on or amend hours if there is a change. Please remember to click save and submit, whenever you make a change on the headcount.

In order to ensure a smooth process, we request that any large settings begin to submit claims in the first 2 weeks of the portal opening in order for us to begin working on the claims and resolve any queries early on.

12. Once you have submitted the headcount, your task status will change to 'submitted' on the 'my tasks' (*fig.18*)

Fig. 18

Welcome to the Early Years Provider Headcount Portal To refer to the user manual, copy and paste this URL to your internet browser box: http://www.nottinghamcity.gov.uk/media/413322/guidance.pdf

By accessing this website you are agreeing to hold the information in the strictest confidence and will not disclose any information you have been given access to or have been provided with (this includes verbal information to any third party). This also includes passwords/login.

By accessing this website you understand that by allowing the release of information to third parties not connected to your work will result in a breach of the Data Protection Act, under Section 55, whereby you will be personally liable for any claims and/or criminal investigations as a result of that breach.

Please refer to the T & C below.

≡ My tasks

Headcount (Actual) for Autumn Term 2019 (01 Sep 19 - 31 Dec 19) for 2 year olds, 3 year olds, 4 year olds is required

Funded Nursery School 13 - Funded Nursery School 13

Submitted, Due Today

Q View all tasks

✉ My messages

You don't have any messages yet.

Messages sent to you will be displayed here.

On̲ce the deadline has passed, the task will no longer be available to view.
You may be contacted to check details if we have any queries with the children on the headcount.

A confirmation report will be sent to you shortly after the portal closed (please see section 5 for more detail)

Double claims reports will also be ran at this time and so you may be contacted about any potential double claims.

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Section 4: Working Parent Entitlement Free Childcare Function

Running a new check

1. Click on the working parent entitlement function button on the homepage, this will take you to the following screen (*fig 19)*:
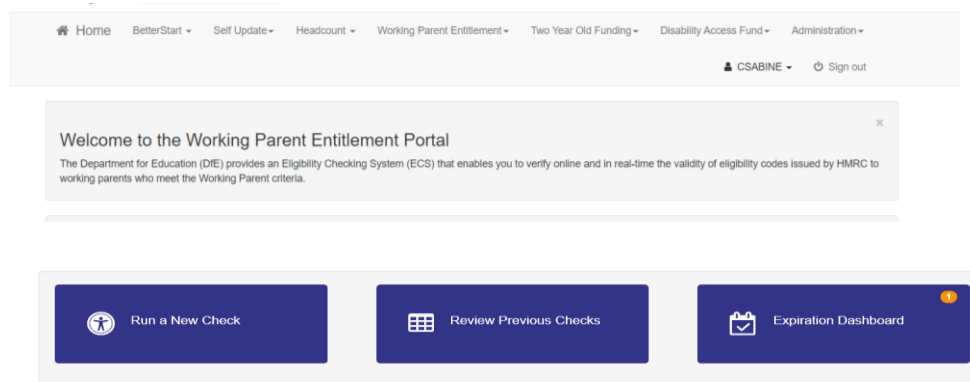
2. Click on the 'run a new check' tab. This will bring up the following screen (*fig 20)*:

3. If the child has been on your headcount previously, please start typing the child's legal forename and surname, the system will automatically check if this child has been on the system before with a code check. These details will show up under the boxes for you to select if this is the correct details you can then run a check again on this child. *(Fig. 20)*

4. If the code check is for a new child, who you have not yet entered on to the headcount, add the child's Forename and Surname to the boxes, then click the green button 'child not found' and another box will appear asking if you would like to add a new child for a code check. Click ok and this will allow you to carry on completing the rest of the boxes for the code check. *(Fig. 21)*

5. Click 'run check'. You will then see the following (*fig 22)*:

6. The portal gives you an earliest date the child can take up the hours which is the term after the valid from date or the term after the child reaches the appropriate age – whichever is later.
7. The valid from date is the date the application was made. It is crucial that you ensure the valid from date is dated before the start of the current term in order to claim the additional 15 hours, the earliest start date helps you with this, but always double check
8. You also need to ensure that the child is not in the 'grace period' (the date after the 'eligible to' period) for the child's first claim. You can only provide funding until the end of the grace period if you have claimed working parent entitlement hours for the child previously (see expiration dashboard on page 17 to help).

Reviewing previous checks

1. Click on the working parent entitlement tab on the home page, to bring you back to this screen (*fig 23)*:
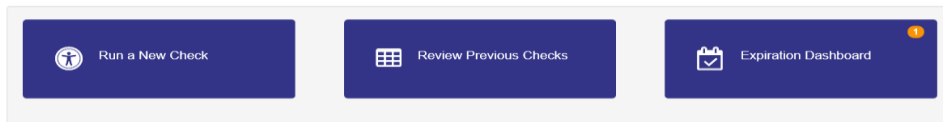
2. Click on the 'review previous checks' button.

3. You will see the following screen (*fig 24)*; this shows you at a glance all of the checks you have ran.

Expiration Dashboard

You should keep an eye on the dashboard on a regular basis to review codes and remind parents to re-check alongside HMRC reminders.

1. On the working parents entitlement tab, click on the 'expiration dashboard' tab.

2. You will then see the following (*fig 25)*:

3. This will again show you all of the children where codes have been checked, but with a colour-coded cell.

   If this cell is green, the code is eligible and in date, if the code is amber, it means that the code is close to the end date and will need renewing soon, if the code is red the child is in the grace period.

   The dashboard automatically updates throughout the week, however you can click 'recheck now' to update it immediately. If the colour does not change, the code has not been rechecked or is officially in the grace period.

   If you cannot see a child listed on here, click on the drop down menus to change the various headings of the 'Further action needed'.

   Please note: if the code was obtained after the start of the term, the colour coding will still apply, meaning that the code may need renewing before the child starts the setting.

   The expiration dashboard is a tool to help you remind parents to reconfirm the code. Parents will receive emails directly from HMRC to reconfirm the code themselves too.

Section 5: Reports

Notification and accessing reports

1. When a confirmation report or end of term report is available on the portal, the registered person will receive the following email (*fig. 26)* and the funding team will also send an email with full details, including any deadline dates.
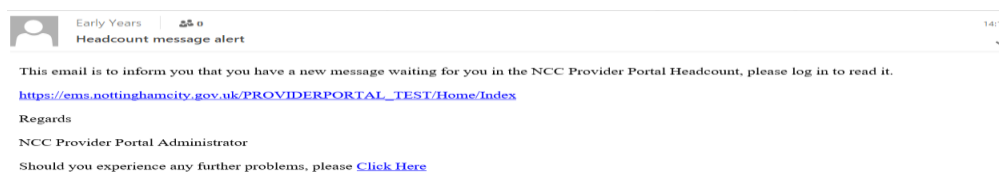
2. Click on the link to log on to the portal.

3. On the homepage click the 'headcount' menu and then click 'payment history' *(fig 27).*
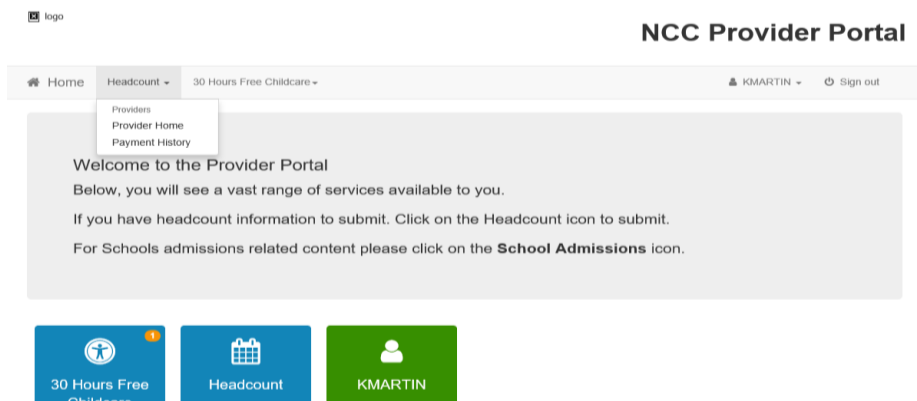
4. You will see a list of reports *(fig.28)*:

5. In order to view the report, click 'view report'.

Confirmation Report

1. The confirmation report (fig 29) is a copy of the submitted headcount on the portal.

2. You will need to check this report for accuracy and return it by the date specified on communications.

3. If you have any changes such as changing a child's hours or weeks, additional children to add on or leavers to reduce weeks for, you will need to print the report out, make the changes and send back to early years funding team either by post or scanning this to us.

4. If there are no changes to make, you can print the confirmation report out, sign and scan back to the early years funding team, alternatively you can send an email to earlyyears@nottinghamcity.gov.uk to say there are no changes to make.

<div style="text-align: right">

Fig. 29

</div>

Funded Nursery School 1 Attendance confirmation for the Autumn Term 2019 term

Student Name	SEN Status	Student ID	D.O.B.	Universal Hours PW	Extended Hours PW	Wks PT	Provider Signature	Date
Cooper, Katie	NO SPECIAL PROVISION	225638	24-Oct-15	15.00	0.00	14		
McLean, Cheryl		225639	17-Jul-15	15.00	15.00	14		

End of Term Report

1. Your end of term report (fig 30) contains all of your data, which will include any changes made at the confirmation report stage and will be sent shortly before your final balance payment. It will breakdown the payments that have been made to you and indicate what child has received the EYPP payment. *(please note supplements are not included in this report)*

<div style="text-align: right">

Fig. 30

</div>

2. At this stage, no changes to the final balance payment can be made as this has been authorised. Page 21 explains how you make late changes.

Free Entitlement Funding Summary for Early Education : Autumn Term 2019

Funded Nursery School 10:

Funding Summary

	2 Year Olds	3 & 4 Year Olds		
	Universal	Universal	Extended	Total
Unit Cost by Age per Hour (B)		£4.33	£4.33	
Total Paid Hours per Term (C)		210.00	0.00	210.00
Total for the Period (D = B x C)		£909.30	£0.00	£909.30
Total EYPP for the Period (E)		£0.00	£0.00	£0.00
Total for the Period (H = D + E)		£909.30	£0.00	£909.30
Interim Payment (I)		£0.00	£0.00	£0.00
Total Amount Payable (I = F - G)	£0.00	£909.30	£0.00	£909.30

Child's Name	Date Of Birth	Gender	Age	Universal Hrs Wk	Universal Hrs Term	Universal Hourly Rate	Universal Paid	Extended Hrs Wk	Extended Hrs Per Period	Extended Paid	Extended Hourly Rate	EYPP Paid	Total Paid
Cooper, Katie	17/12/2015	Female	3	15.00	210.00	£4.33	£909.30	0.00	0.00	£0.00	£4.33	0.00	£909.30
	Totals:				210.00		£909.30		0.00	£0.00		0.00	£909.30

Execution Time 04/12/2019 11:11:35

Page 1 of 1

Section 6: Claim Adjustments (new starters/early leavers)

As described in section 5, the confirmation report is where you make any changes. If you have any claim adjustments after the confirmation report deadline, these will need to be completed by the last day of term, via the website using the following link:

https://myaccount.nottinghamcity.gov.uk/service/early_years_funding

Please note: claim adjustments will not be included on your end of term reports. An additional payment or invoice will be raised after the main payment date.

Useful Contacts

Nottingham City Early Years Website:
www.nottinghamcity.gov.uk/earlyyears

Early Years Funding Team:
Tel: 0115 8764693
earlyyears@nottinghamcity.gov.uk

Nottingham City Council Families Information Service:
0800 458 4114
fis@nottinghamcity.gov.uk

Nottinghamshire County Council Families Information Service
0300 500 8080
enquiries@nottscc.gov.uk