

Ealing's Childcare Directory

Guidance for childcare providers

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What is Ealing's Childcare Directory?

Ealing's Childcare Directory is a web portal specifically designed for parent and carers who want to access childcare services from providers within the borough of Ealing. The portal is used to identify two-year-old and Extended (30 hours) free childcare eligibility. The portal also has a directory for parents and carers to search for providers that provide childcare based on selected search criteria.



Ealing's Childcare Directory sits with Ealing's Parent and Young Person Portal which allows families to access other services, some services are still in development. At the moment, by creating an account on the Parent and Young Person's Portal parents can:

- Check eligibility for childcare funding
- Apply for a school in year admission

To find out about each area of the Parent and Young Person's Portal homepage, please visit [What is Ealing's Parent and Young Person's Portal](#) (external link).

Two-Year-Old Eligibility Checks

The two-year old eligibility check can be found on [Ealing's Childcare directory](#) (external link)

Families can also access this through the same places on Ealing Families Directory www.ealingfamiliesdirectory.org.uk



Parents will need to create an account on the portal to complete a two-year-old application where eligibility is based on income*. **Providers will no longer be able to complete this check on the parent's behalf as the parent will need their own account which involves creating a password.**

Parents can visit the [Create an account page](#) (external link) page on the portal to find out how to create an account, this is also covered in the parent guidance document.

** As before, Families should also contact FIS if eligibility is based on other circumstances e.g. LAC, in receipt of DLA, etc. There is also a separate application where Zambrano criteria applies. For more information visit [Ealing's Two Year Old Childcare Eligibility Checker](#) (external link)*

What if a parent is unable to create an account?

In situations where a parent will not be able to create an account e.g. may not have computer/internet access, they can contact the Family Information Service who can complete a check on their behalf.

Once a parent has created their account, they can complete an application which will ask for their NI number, child's details etc.

When an application has been submitted, it is sent to the Family Information Service who will confirm whether the parent is eligible or not and send a letter to the parent with a code which they can use at their chosen provider.

Actions for providers

On the Ealing's Childcare Directory, Parents / Carer can check their eligibility for two-year-old childcare. If they are eligible, the parent / carer will be sent a letter containing a unique code. If the parent / carer confirms a place at your childcare setting, they will need to show you the letter.

Instead of adding a 2YO child manually to a headcount in the provider Portal, you will need to instead input the voucher code. The child details will automatically populate. You can then input the funding hours and submit as normal.

Enter EY Voucher button

In an active 2YO actuals headcount in the funding tab, you will now see a new button next to the Add child button. This is called 'Enter EY Voucher'



On clicking the button, the following popup will appear:

EY Claim

Please enter a valid Voucher Code, together with the Child's Date of Birth and Surname.

Voucher Code*

Child Date of Birth*

Child Surname*

*denotes mandatory fields

From the letter provided by the parent / carer, input the voucher code, child DOB and surname. Then click Submit.

The child details will automatically be populated as if you were creating a new child.

Home Forms **Funding**

Summary Actuals Adjustments Eligibility Checker Registered Interests

Name: DOB: 19-May-2019

Summary Child Details Parent / Carer Details Funding Details Notes

Child Details

Forename*

Middle Name

Surname*

DOB*

Proof of DOB

Gender* Male Female

Preferred Surname

Ethnicity*

SEN COP Stage*

Address

Address Line 1*

Address Line 2

Address Line 3

Locality

Town

County

Postcode*

*denotes mandatory fields

You can then input the funding details as usual, save and submit the child.

30 Hour Codes

On the Childcare Directory, by creating an account, parents will also be able to validate their 30 Hour codes.

Parents will first need to check their eligibility for 30 hours by visiting www.childcarechoices.gov.uk

Once a parent has confirmed eligibility and has obtained their code, they can enter it onto the portal to check if and when it is valid.



When they check, parents will be notified whether they can access funding immediately, whether they can access funding in the future, whether their code is expired or they not eligible.

<input checked="" type="checkbox"/>	Gary Grill	11/07/2018	
<input type="button" value="Back"/>	<input type="button" value="Enter Eligibility Codes"/>	Name	Eligibility Code *
		Gary Grill	71503205555

Actions for providers

If a parent provides you with a 30-Hour code, you can enter in the system in the usual way. If a parent has contacted you through registering interest (see next section on registering interest) their details will automatically be populated.

Registering Interest Function

Parents can now register their interest in childcare providers on the portal. This is a new function and is optional. It does not replace the contact that happens between parents and providers- we still encourage parents to visit settings before taking up a place. To register interest, parents would search for childcare and select the registered interest icon:



Testprovider
Day Nursery

Address: London Borough Of Ealing Perceval House,
14 Uxbridge Road,
Ealing, London, W5 2HL

Email: testprov@ealing.gov.uk

Telephone: 02088882536

Ofsted Reference: ey123456

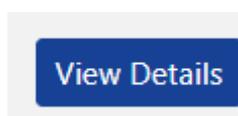
What happens when a parent registers interest?

When a parent / carer has registered interest for your provider, an email will be sent directly to your organisations email address.

You can view this interest in the provider portal by navigating to the Register Interest tab. This Registered Interest Tab is found under the Funding Tab in the Provider Portal



You can view the contact details of the parent / carer by click in on 'View Details' button



**Using the contact details, you may want to contact the parent / carer and find out further details about arrangement and availability*

If you have contacted the Parent / Carer and they have yet to confirm their place, you can click on the Contact button.

If you do not have availability, or you did not make contact with the parent / carer, you can click on the No Further Action button.



You will need to supply a reason and details of the New Further Action

**The parent / carer will automatically get an email stating no further action will be taken along with the specified reason.*

If the parent / carer confirms their place, you can click on the 'Confirmed' button.

A blue rectangular button with the word "Confirmed" written in white text in the center.

**The parent / carer will automatically be informed that their place is confirmed. The parent / carer must then confirm their place in the Ealing Directory portal.*

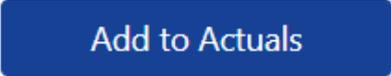
Parent Withdraw and Confirming their Place

**The parent / carer can withdraw their interest and can also confirm their place at any time. You will receive an Email notification if this happens and the status in the Provider Portal is change.*

Adding child to current Headcount

Once the place has been confirmed, you can add the child to the latest Headcount in the Provider Portal. In the View Details section, you will now see 'Add to Actuals' and 'Add to Adjustments' buttons.

To add the child to the current Headcount, click on 'Add to Actuals' button

A blue rectangular button with the text "Add to Actuals" written in white text in the center.

Then navigate to the Active Headcount you would like to add the child to.

**The portal will open a blank child submissions record*

At the top of the child submission form, you will see the child's forename and Populate Details button.

A blue rectangular button with the text "Populate Details" written in white text in the center.

Click on the button and the child and parent's details will be populated in the submissions form.

Child Details | Parent / Carer Details | Funding Details | Pending Adjustment | Notes

Child Details

Forename*	<input type="text" value="Mo Ji"/>
Middle Name	<input type="text"/>
Surname*	<input type="text" value="Hitch"/>
DOB*	<input type="text" value="09-Jul-2018"/>
Proof of DOB	<input type="checkbox"/>
Gender*	<input type="checkbox"/> Male <input checked="" type="checkbox"/> Female
Preferred Surname	<input type="text"/>
Ethnicity*	<input type="text" value="<unknown>"/>
SEN COP Stage*	<input type="text" value="No Special Educational need"/>

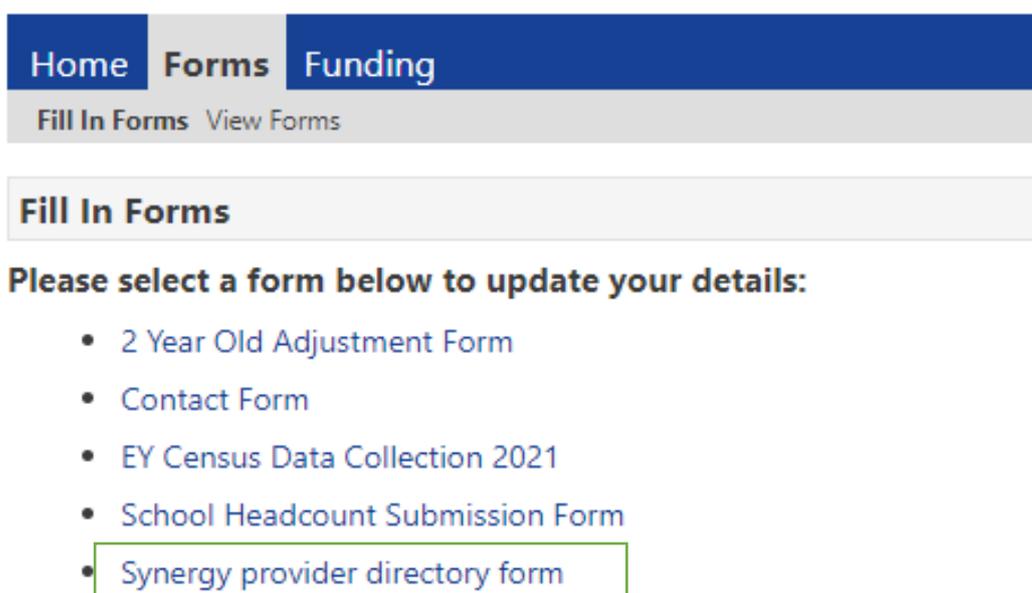
*You can now continue to submit the child in the normal way.

Updating provider details on the portal

Providers who offer funding can update their details on the provider portal so that information on their service is reflected on the directory. If you do not offer funding or are not using the provider portal/do not have access, please contact Ealing Family Information Service on 020 8825 5588.

Accessing the form

1. Log into the provider portal
2. Under forms, you should now be able to access the provider directory form:



3. Once you click on the form, it should open it up in a new window:

FIS Provider Portal: Forms : Info Path Form - Work - Microsoft Edge
 https://synergyweb.ealing.gov.uk/Synergy/Providers/FillFormPop.aspx?formID=1056

Synergy Provider Directory Form

Next Page Select page: Title >>

Provider Name: Testprovider2test
 Provider Type: [Greyed out]
 Provider Service Description: [Greyed out]
 Provider Contact Number: [Greyed out]
 Provider Email (Ofsted): [Greyed out]
 Provider Email (Registered Interest): [Greyed out]
 Provider Links:

Description	Type	Link
Ealing Families Directory	Website	www.ealingfamiliesdirectory.org.uk

Ofsted URN Number: [Greyed out]
 Ofsted Inspections:

Date of last inspection	Inspection type	Inspection grade
13/01/2021	EYR Inspection	Good

Facilities Available:

Facility
Do not use

Opening Times:

Day	Start Time	End Time	Funded Places
Monday	8:00	18:00	10

Using the form to update your details

You can use this form to update your information*, which is what will be seen by the public.

*What cannot be updated:

- Any areas on the form which are greyed out are areas you cannot update (such as your telephone number, email, etc.) as this is what is shared via Ofsted. You will need to inform Ofsted first if these have been updated. These will already be prepopulated on the form.
- *Provider Email (registered Interest)*: This is the email address that you will receive registered interests from parents to. This will most likely be the same main email associated to your setting. Registered interests are notifications to show that a parent has shown an interest in attending your setting and can be viewed on your portal account. We recommend that the registered interest email remains the same as your main email address, however if you would like this changed to a different email (such as a separate admin account associated with your setting), then please contact children@ealing.gov.uk

Your websites

You can now add a link to your website and/or business social media page e.g. Facebook. Just select 'insert item' to add a new entry.

Provider Links

Description	Type	Link
<input type="text" value="Ealing Families Directory"/>	Website	www.ealingfamiliesdirectory.org.uk

Your service description

You can fill out the Provider service description with any details about your setting.

Provider Service Description

Provider Contact Number

Facilities

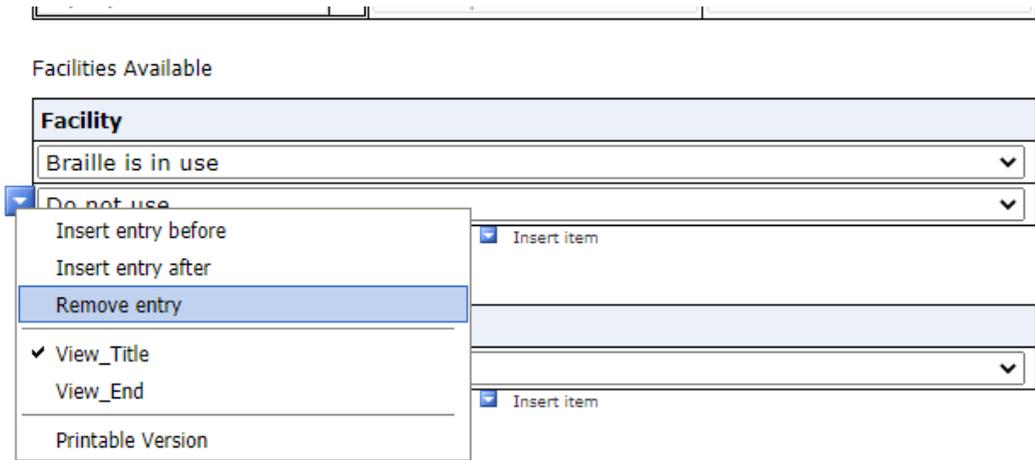
We have updated our **facilities** options and you can select the facilities from the dropdown. If your form is already prepopulated, and you wish to add or remove a facility you can do so by either:

- Selecting **'insert item'** to add new item

Facilities Available

Facility
Braille is in use
Do not use
<input type="button" value="Insert item"/>

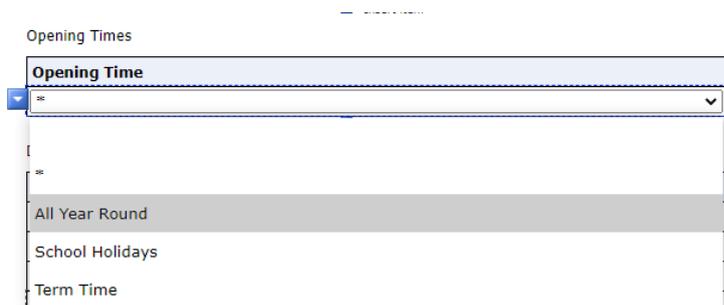
- Selecting the blue arrow on the left-hand side of the facility item and selecting **'remove entry'** to remove it.
- If your dropdown shows a **'do not use'** option please delete this by selecting the option, clicking on the blue arrow and selecting **'remove entry'**. Alternatively select another item on the dropdown to replace it.



Opening times

You can add or remove opening times to clarify whether you are open during school holidays, or term time only.

If an Asterix (*) is showing, remove this by selecting the blue arrow, and selecting 'remove entry' or alternatively replace with another opening time option.



Daily opening times

You can also update your daily opening hours by selecting a day and typing in the hours.

Insert item

Daily Opening Times

Day	Start Time	End Time	Funded Places
Monday	8:00	18:00	<input checked="" type="checkbox"/>
Tuesday	8:00	18:00	<input checked="" type="checkbox"/>
Wednesday	8:00	18:00	<input checked="" type="checkbox"/>
Thursday	8:00	18:00	<input checked="" type="checkbox"/>
Friday	8:00	18:00	<input checked="" type="checkbox"/>
Saturday	0:00	0:00	<input type="checkbox"/>
Sunday	0:00	0:00	<input type="checkbox"/>

Insert item

Special Educational Needs and Disability Experience

You can select SEND areas of experience by adding/removing an option from the dropdown.

Special Educational Needs and Disability Experience

ADHD

Autism

Insert item

Areas of special needs or experience

Special Educational Needs and Disability Experience

Autism

Do not use

Insert entry before

Insert entry after

Remove entry

View_Title

View_End

Printable Version

Insert item

Insert item

If **do not use** shows in your form, please delete this by selecting the option, and clicking on the blue arrow, then select 'remove entry'. Alternatively, you can replace it by selecting another option from the dropdown.

School Drop off and Pick Up

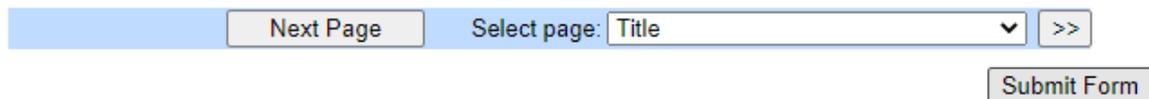
School Drop off and Pick Up



The screenshot shows a form with a header 'School Drop off and Pick Up'. Below the header is a dropdown menu with a blue arrow on the left and a downward arrow on the right. Below the dropdown menu is a small blue square icon followed by the text 'Insert item'.

You can select what schools you pick up and drop off from. This would mainly apply to childminders who offer school pickups and drop offs. You can select the schools from the dropdown. If you offer pickups/drop offs from multiple schools, simply click 'insert item' to add another school.

Submitting your updated form



The screenshot shows a navigation bar with a light blue background. It contains a 'Next Page' button, a 'Select page:' label, a dropdown menu with 'Title' selected, and a '>>' button. Below the navigation bar is a 'Submit Form' button.

Once you are happy with all the updates, select submit located at the bottom of the form. This will automatically send through to us for approval. You will then be able to see any new updates on the directory once it has been approved.