

## Online User Guide - Ofsted Registered Childcare Providers

### How to update your details

#### How to log on

Click on the following link or type this into the web address box:

[www.derbyshire.gov.uk/providerinfo](http://www.derbyshire.gov.uk/providerinfo)

This will take you to the Provider Information Page on Derbyshire County Council's website. Under 'Update my Details', click on the link – 'Update online' and the FIS (Families Information Service) Provider Portal log in screen will appear as shown below:



Enter your username and password and then click on 'Sign In'.

If you have been locked out of the FIS Provider Portal after three failed log in attempts, or you have forgotten your username and/or password, please contact Families Information Service to reset it on Tel: 01629 535793 or email: [info.fis@derbyshire.gov.uk](mailto:info.fis@derbyshire.gov.uk)

Please be aware that we may ask you some security questions to help verify your identity before re-issuing usernames and/or passwords. If you are, for example, a Day Nursery, authorisation is required from the manager via email.

The following screen will then appear:

Organisation: Test - Generic Record For Fiso

Home Forms Funding

**Welcome to the Provider Portal for submission of Families Information Services and Nursery Funding**

Please make a selection from the above menu to proceed

For help and support with FIS queries please contact Families Information Service on telephone no 01629 535793 or email [info.fis@derbyshire.gov.uk](mailto:info.fis@derbyshire.gov.uk)

## IMPORTANT

The form will timeout if left idle for more than **19 minutes**, and if it does, the information you have inputted will be lost. **You cannot save the form and come back to it later.** However, the timeout starts again whenever you load a new page so if you have entered some information and then have to stop, you should click 'next page' to restart the timeout before leaving the computer. **Do not close the form.** You will then have 19 minutes to return to the computer and complete the remainder of the form.

If you are going to be away from the screen for longer than 19 minutes, we suggest that you complete the last page of the form and click 'Submit'. We will then receive the changes you have made so far. You can then start a new form to provide the rest of the information another time.

At the end of each page of the form there is a **'Submit Form' button**, please **ignore** this button until you reach the **last page** of the form, the Declaration/Consent page, otherwise you will get an error message.

Some fields in the form will be pre-populated with any information you have previously given the Families Information Service and/or Ofsted. You can amend any information you have given us **but not Ofsted data**. If any of Ofsted's data is incorrect you will need to contact them directly to make the necessary amendments. Ofsted can be contacted on 0300 123 1231.

Please complete as much of the form as possible, to enable families to make informed choices about which providers they wish to contact.

Click on the FORMS tab:

Organisation: Test - Generic Record For Fiso  
Provider: Test Day Nursery (Day Nursery)

Home **Forms** Funding

Fill In Forms View Forms

**Fill In Forms**

Please select a form below to update your details:

- [Mini Update - Additional Needs Experience Only](#)
- [Mini Update - Childcare Cost Details Only](#)
- [Mini Update - Childcare Vacancy Information Only](#)
- [Mini Update - School Pick Up or Drop Off](#)
- [V2 Full Update - Ofsted Registered Childcare Provi](#)

On the right hand side of the screen, in the 'Manage Providers' box you should see the name of the provision you will be updating in here.

The form enables you to update details for your **main** provision only, if you are **not a childminder** and have other types of provision running under your main registration, e.g. you operate a day nursery but also have an out of school or holiday club, please supply the details of these separately in an email to: [info.fis@derbyshire.gov.uk](mailto:info.fis@derbyshire.gov.uk)

Organisation: Test - Generic Record For Fiso  
Provider: Test Day Nursery (Day Nursery)

Home **Forms** Funding

Fill In Forms View Forms

**Fill In Forms**

Please select a form below to update your details:

- [Mini Update - Additional Needs Experience Only](#)
- [Mini Update - Childcare Cost Details Only](#)
- [Mini Update - Childcare Vacancy Information Only](#)
- [Mini Update - School Pick Up or Drop Off](#)
- [V2 Full Update - Ofsted Registered Childcare Provi](#)

Next click on the form name you wish to complete from the left hand side of the screen.

If you only need to update **one** area of your information e.g. costs or vacancies or school pick up/drop offs, select the relevant mini form from the list. If you need to update more than one area of your information, please complete the form called 'Full Update Form - Ofsted Registered Childcare'.

Depending on which form you have selected, you should now see the first page of the form.

Please read the form specific guides to help you complete the chosen form.

[Section 1 – Full Update Form – Ofsted Registered Childcare \(Page 4\)](#)

[Section 2 – Mini Update – Additional Needs Experience Only \(Page 10\)](#)

[Section 3 – Mini Update – Childcare Costs Details Only \(Page 12\)](#)

[Section 4 – Mini Update – Childcare Vacancy Information Only \(Page 14\)](#)

[Section 5 – Mini Update – School Pick Up or Drop Off \(Page 16\)](#)

[Section 6 – Problems Submitting the Form \(Page 18\)](#)

## Section 1

### Full Update Form – Ofsted Registered Childcare

'Welcome to the FIS Provider Portal' at the top.

The screenshot shows the 'Welcome to the FIS Provider Portal' page. At the top, there is a light blue header with the text 'Welcome to the FIS Provider Portal'. Below this is a navigation bar with a 'Next Page' button, a 'Select page:' dropdown menu currently showing 'Welcome Page', and a right arrow button. The main content area has a bold warning: 'The information on this page is READ ONLY. Please check the information contained here carefully as this is the information Ofsted holds about your setting. If any of this is incorrect or missing, please contact Ofsted Tel: 0300 123 1231 to make the amendments as we cannot do this for you.' Below the warning is an 'IMPORTANT' note: 'Ofsted holds two sets of contact details for your setting. The Registered/Nominated Person or Organisation contact details and the Premises/Setting contact details. Please make it clear to Ofsted which of these you want amending.' There is an 'Ofsted URN:' label followed by a text input field. Below this is the section header 'Registered/Nominated Person or Registered Organisation Contact Details:'. This is followed by several labels and text input fields: 'Registered Person Name:', 'Registered Person Telephone Number:', 'Registered Person Mobile Number:', 'Registered Person Work Number:', and 'Registered Person Email:'. At the bottom of the form section, there is a bold statement: 'The following details will be given to the public if you have'.

This page contains the contact details **Ofsted** currently has for your **Registration** and **Setting**. These fields can only be amended by Ofsted therefore, if the information is incorrect or missing, **you** will need to contact Ofsted as soon as possible, to make the necessary changes. (**Ofsted Tel: 0300 123 1231**)

When contacting Ofsted, please specify which details are incorrect or missing, i.e. Registration and/or Setting, as Ofsted holds **two sets** of contact information for each childcare provider.

### Please Note:

It is the **Ofsted Setting contact details** (also referred to as 'Where the childcare is provided') that we will **display to the public** if you choose to advertise with us, therefore if these are incorrect or missing, parents and carers may not be able to contact you.

## Navigating through the form

To move through the form in order, click 'next page'. Alternatively, you can go to any page within the form by clicking on the drop down arrow next to 'Select page' and selecting the page you need, then click on the >> button. See below:

Welcome to the FIS Provider Portal

Next Page Select page: Welcome Page >>

The information on this page is READ ONLY. Information contained here carefully as holds about your setting. If any of this is contact Ofsted Tel: 0300 123 1231 to me cannot do this for you.

IMPORTANT: Ofsted holds two sets of contact details for your setting. The Registered/Nominated Person or Organisation contact details and the Premises/Setting contact details. Please make it clear to Ofsted which of these you want amending.

Ofsted URN:

**Registered/Nominated Person or Registered Organisation Contact Details:**

Registered Person Name:

Registered Person Telephone Number:

Registered Person Mobile Number:

Registered Person Work Number:

Registered Person Email:

The following details will be given to the public if you have chosen to advertise your childcare service with us:

IMPORTANT: The information that appears below is what we use to advertise your setting

Once you are on the page you wish to update, complete the fields as required.

**IMPORTANT:** If you enter information in the wrong format, a red dotted line will appear around the box (see example below). If you hover over the box with your 'pointer' it will show the format you need to use.

**Daily Opening Times - Please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the new row you have created.

Day	Start Time	End Time
Monday	8:00	17:00
Tuesday	8:00	17:00
Wednesday	9:00	17:00
Thursday	9:00	17:00
Friday	9:00	4:00

Insert item

PLEASE NOTE: You must notify Ofsted and meet the requirements of the Statutory Framework for the Early Years Foundation Stage 2012 to offer overnight care.

Do you provide overnight care? (See note on left before answering this question) ☐ Yes ☐ No

Do you offer emergency or ☐ Yes ☐ No Are you able to offer care to ☐ Yes ☐ No

Only time allowed (HH:mm)

To amend existing information in a **box**, click in the box and delete the information already entered and type in the new information.



### Cost Details

Previous Page Next Page Select page: Welcome Page >>

Cost Details (please insert the maximum rate you charge):

Per Hour:  Per Session:

Per Day:  Per Week:

Per Term:

**Details of any reductions e.g. for sibling, NHS Staff and any other pricing e.g. extra costs for transport, meals etc.:**

To select or de-select information in **tick boxes** click in the box you wish to delete, the tick should disappear. To add a tick, click in the blank box and a tick should appear: See below:

### School Pick Ups and Drop Offs

Previous Page Next Page Select page: Welcome Page >>

To remove a school completely, click on the left hand side of the row containing the school name you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a school click 'Insert Item' at the bottom of the table and select from the drop down list. Click AM box for drop off, PM box for pick up.

School	AM	PM
<input type="button" value="v"/> Bakewell CE Infant Schoc	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
<input type="button" value="v"/> Ashbrook Infant and Nurs	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="v"/> Abercrombie Community f	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Insert item

To select a **radial button option**, click on the circle you want to add and the circle should turn green. NB: You can only select ONE radial option. See below:

### Opening Times

Previous Page Next Page Select page: Welcome Page >>

Total number of weeks open per year:

Select one opening period below that most applies to your setting:

☒ All Year ☐ School Holiday Only ☐ Term Time

**Daily Opening Times - please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the row.

To change a **radial button option**, click on the correct option and the previous one will become blank.

To amend information that is in a **table**, you need to do one of the following:

To **add an entry** to the bottom of a **table**: Click on 'insert item' text at bottom of table you want to add an entry to, a blank row should appear. Next click in the fields and select the option you want to add from the list as shown below:

### Opening Times

Previous Page
Next Page

Select page:

Welcome Page

>>

Total number of weeks open per year:

Select one opening period below that most applies to your setting:

☒ All Year
 ☐ School Holiday Only
 ☐ Term Time

**Daily Opening Times - please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete: a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the new row you have created.

Day	Start Time	End Time
Monday	7:00	19:00
Tuesday	7:00	19:00
Wednesday	7:00	19:00
Thursday	7:00	19:00
Friday	7:00	19:00
<div style="display: flex; align-items: center;"> <div style="border: 1px solid #ccc; padding: 2px 5px; margin-right: 5px;"> <div style="border-bottom: 1px solid #ccc; padding: 2px;">▼</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Monday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Tuesday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Wednesday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Thursday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Friday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Saturday</div> <div style="border-bottom: 1px solid #ccc; padding: 2px;">Sunday</div> </div> <div> <input type="button" value="Insert item"/> </div> </div>		

☐ Yes ☐ No

☐ Yes ☐ No

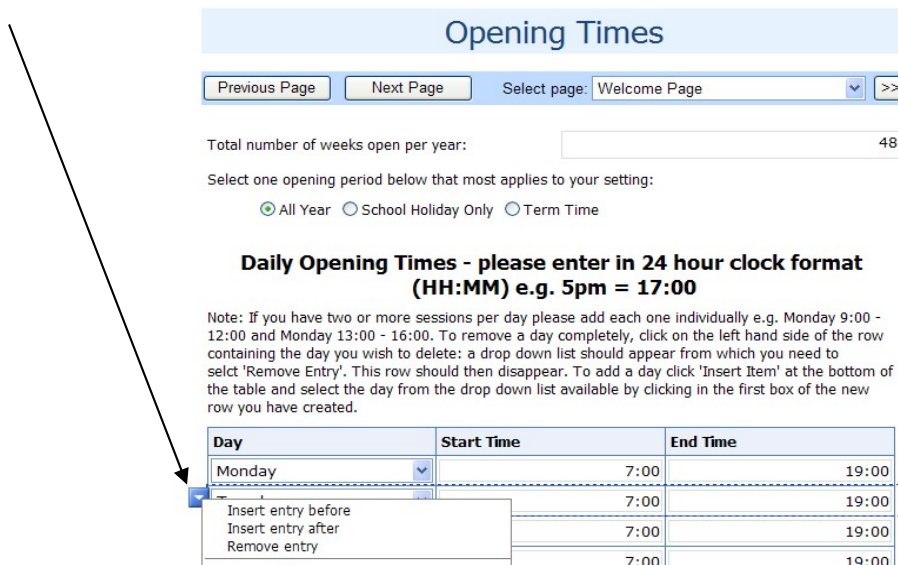
Do you cater for shift patterns?

☐ Yes ☐ No

☐ Yes ☐ No

Do you offer emergency or short notice childcare?

To **add an entry before or after** an existing entry in a **table**: Click on the left hand side of the row you wish to add a record before or after to, and a downward arrow will appear. Click and select the relevant option, 'Insert entry before' or 'Insert entry after' as shown below:



### Opening Times

Previous Page
Next Page

Select page:

Welcome Page

>>

Total number of weeks open per year:

Select one opening period below that most applies to your setting:

☒ All Year
 ☐ School Holiday Only
 ☐ Term Time

**Daily Opening Times - please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete: a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the new row you have created.

Day	Start Time	End Time
Monday	7:00	19:00
	7:00	19:00
	7:00	19:00
	7:00	19:00

☐ Yes ☐ No

☐ Yes ☐ No

Do you cater for shift patterns?

☐ Yes ☐ No

☐ Yes ☐ No

Do you offer emergency or short notice childcare?

A blank row will appear. Next click in the field and select the option you want to add from the list.

### Opening Times

Previous Page
Next Page
Select page: Welcome Page
>>

Total number of weeks open per year:

Select one opening period below that most applies to your setting:

☒ All Year
 ☐ School Holiday Only
 ☐ Term Time

**Daily Opening Times - please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete: a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the new row you have created.

Day	Start Time	End Time
Monday	7:00	19:00
Tuesday	7:00	19:00
Wednesday	7:00	19:00
Monday	7:00	19:00
Tuesday	7:00	19:00

Insert Item

☐ Yes ☐ No
 Do you cater for shift patterns?
 ☐ Yes ☐ No

☐ Yes ☐ No
 Do you offer emergency care?

To **remove an entry** from a **table**: Click on the left hand side of the row you wish to remove and a downward arrow will appear. Click and select 'Remove entry', and the row should disappear.

### Opening Times

Previous Page
Next Page
Select page: Welcome Page
>>

Total number of weeks open per year:

Select one opening period below that most applies to your setting:

☒ All Year
 ☐ School Holiday Only
 ☐ Term Time

**Daily Opening Times - please enter in 24 hour clock format (HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually e.g. Monday 9:00 - 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left hand side of the row containing the day you wish to delete: a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear. To add a day click 'Insert Item' at the bottom of the table and select the day from the drop down list available by clicking in the first box of the new row you have created.

Day	Start Time	End Time
Monday	7:00	19:00
Tuesday	7:00	19:00
Wednesday	7:00	19:00
	7:00	19:00

Insert entry before  
 Insert entry after  
 Remove entry



At the end of the form, there is a **declaration/consent page** which enables you to tell us how you want your information advertising to parents/carers. It also gives you the opportunity not to advertise at all. By completing this page you are declaring that you have read and agree to the ['Agreement for Use of Information from Childcare and Family Services Providers'](#) (Click to follow link to related documents)

**This page MUST be completed every time you provide an update online.**

**Declaration/Consent**

Previous Page      Select page: Welcome Page      >>

Ofsted URN: EY234567

Ofsted Premises Name: test record

**Declaration:**

I declare that the information I have provided is true and accurate to the best of my knowledge and I have read and agree to the 'Agreement for Use of Information from Childcare and Family Services Providers' (see Related Documents Section [www.derbyshire.gov.uk/providerinfo](http://www.derbyshire.gov.uk/providerinfo)). I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):

Both of these statements are mandatory if you want your details to be advertised at all:

☐ Consent to making information available via telephone

☐ Consent to making information available in writing (post or email)

The following statement is optional (you do not need internet access to advertise in this way):

☐ Consent to making information available via the internet ([www.derbyshire.gov.uk/fis](http://www.derbyshire.gov.uk/fis))

All settings have the option of not advertising their information to parents and carers at all: PLEASE NOTE - If you choose this option, your information will still be used to provide statistical information to complete government returns, to assist planning and to send you other information that may be of interest to you.

☒ I do not want my information advertising at all.

PLEASE NOTE: You will need to complete all three of the following boxes before submitting the form

Date: 04/10/2012

Name of person completing form: \*

To advertise with the Families Information Service, you will need to select as a **minimum** the options 'over the telephone and in writing'.

If you choose, you can then also add your information to Derbyshire County Council's Family Information Directory [www.derbyshire.gov.uk/fis](http://www.derbyshire.gov.uk/fis) by ticking the internet option.

**PLEASE NOTE:** In line with agreed protocols with Ofsted, childminders and home child carers, house number/name and street details are **not published** on the website.

The option not to advertise your childcare service to the public, is also available, however, your details will remain on our system for internal use only in line with the requirements of the Children Act 2006 in respect of Ofsted registered childcare information.

Once you have completed this page and read the [Agreement for Use of Information from Childcare and Family Services Providers](#) please **complete the name, position at setting and date boxes** and then click 'Submit Form' button.

## Section 2

### Mini Update – Additional Needs Experience Only

‘Additional Needs Experience Details’ at the top – If you only need to update your additional needs experience details as all other information is correct, then please use this form.

To add an area of experience, click ‘Insert Item’ at the bottom of the table and select the relevant area from the drop down list. Then click in the ‘Details box’ and provide a brief description of what your experience is or the training attended.

If the area of experience you wish to add is not listed, please select ‘Other’ and provide details in the ‘Details box’.

**Additional Needs Experience Details**

Ofsted URN:

Ofsted Provider Name: test record

**PLEASE NOTE:**  
 You cannot amend your Ofsted Provider Name here, if it is incorrect you will need to contact Ofsted on Tel: 0300 123 1231 or Email: enquiries@ofsted.gov.uk

To add an area of experience click 'Insert Item' at the bottom of the table and select the area of experience from the drop down list made available by clicking in the first box of the new row you have created. Then click in the Details Box to enter further information about what training or experience you have in caring for children with this additional need.

To remove an area of experience completely, click on the left hand side of the row containing the area of experience you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear.

**Areas of Additional Needs Experience and/or Training**

Area of Experience	Details
Allergies	Training in day nursery
Physical impairment	
<input type="button" value="Insert item"/>	

To remove an area of experience, click on the left hand side of the row you wish to delete; from the drop down list select ‘Remove entry’. The row should then disappear.

**Additional Needs Experience Details**

Ofsted URN:

Ofsted Provider Name: test record

**PLEASE NOTE:**  
 You cannot amend your Ofsted Provider Name here, if it is incorrect you will need to contact Ofsted on Tel: 0300 123 1231 or Email: enquiries@ofsted.gov.uk

To add an area of experience click 'Insert Item' at the bottom of the table and select the area of experience from the drop down list made available by clicking in the first box of the new row you have created. Then click in the Details Box to enter further information about what training or experience you have in caring for children with this additional need.

To remove an area of experience completely, click on the left hand side of the row containing the area of experience you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear.

**Areas of Additional Needs Experience and/or Training**

Area of Experience	Details
Allergies	Training in day nursery
<input type="button" value="Insert item"/>	

Context menu options:

- Insert entry before
- Insert entry after
- Remove entry
- View Title
- View End
- Printable Version

Level/Ramped Entrance? ☐ No ☐ Yes

Lift Available? ☐ Yes ☐ No

To answer the accessibility questions, just click on the radial button next to the answer you wish to give.

Accessibility:

Disabled Person's Toilet? ☒ Yes ☐ No

Steps Inside? ☐ Yes ☐ No

Facilities for blind and partially sighted? ☐ Yes ☐ No

Level/Ramped Entrance? ☐ Yes ☐ No

Lift Available? ☐ Yes ☐ No

Facilities for deaf people? ☐ Yes ☐ No

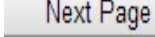
**IMPORTANT - Do not click submit form button until you have completed the next page of the form.**

Next Page Select page: Additional Needs Experience Details >>

Submit Form

Synergy FIS Provider Portal - Part of the Synergy FIS Suite TRIBAL

To change an answer, just select the correct option and the previous one will become blank.

Once you have checked and updated all these details please select 

This will then take you to the **declaration/consent page** which enables you to tell us how you want your information advertising to parents/carers. It also gives you the opportunity not to advertise at all. By completing this page you are declaring that you have read and agree to the ['Agreement for Use of Information from Childcare and Family Services Providers'](#) (Click to follow link to related documents)

Declaration/Consent

**Declaration:**

I declare that the information I have provided is true and accurate to the best of my knowledge and I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):

☐ Over the telephone and in writing. THIS OPTION IS MANDATORY IF YOU WANT YOUR DETAILS TO BE ADVERTISED AT ALL

☐ Via the internet (www.derbyshire.gov.uk/childcaresearch). THIS IS OPTIONAL AND YOU DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE IN THIS WAY

☐ I DO NOT want my information advertising at all.

Name of person completing form: \*

Todays Date: 11/04/2014  **IMPORTANT: Please click on the calendar icon to the right of the date field and select today's date.**

Now click the submit form button to send your changes through to the Families Information Service at Derbyshire County Council.

Previous Page Select page: Childcare Cost Details Update >>

Submit Form

**PLEASE NOTE:** In line with agreed protocols with Ofsted, childminders and home child carers, house number/name and street details are **not published** on the website.

**This page MUST be completed every time you provide an update online.**

## Section 3

### Mini Update – Childcare Costs Details Only

‘Childcare Cost Details Update’ at the top – If you only need to update your cost details as all other information is correct then please use this form.

### Childcare Cost Details Update

Ofsted URN:

Ofsted Provider Name:

**PLEASE NOTE:**  
 You cannot amend your Ofsted Provider Name here, if it is incorrect you will need to contact Ofsted on Tel: 0300 123 1231 or Email: enquiries@ofsted.gov.uk

**Cost Details:**  
**Please insert one rate only which is the maximum rate you charge in the following format: £0.00 DO NOT add letters or brackets as this will cause an error.**

Cost per hour:	<input type="text" value="£2.50"/>	Per week:	<input type="text" value="£200.00"/>
Cost per day:	<input type="text" value="£33.00"/>	Per term:	<input type="text" value="£2,500.00"/>
Per session:	<input type="text" value="£50.00"/>		

**Cost Details:**  
 Please add any additional information about your childcare costs here e.g. full time/part time rates, before/after school rates, age specific costs, costs for meals, trips out etc. Also include details of any reductions e.g. for siblings, NHS Staff and, if you accept childcare vouchers - which ones you accept.

**IMPORTANT - You cannot click submit form button until you have completed the next page of the form. If you do you will get an error and the form won't submit.**

Next Page
Select page: Childcare Cost Details Update
>

This page contains all the cost details relating to your childcare setting. Please insert one rate only in each applicable box, which is the maximum rate you charge in the following format: £0.00. Please do not add letters or brackets as this will cause an error. If you need to supply any additional information then please use the ‘Cost Details’ box which accepts letters and numbers.

To amend existing information in a **box**, click in the box and delete the information already entered and type in the new information.

Once you have checked and updated all the cost details please select

Next Page

This will then take you to the **declaration/consent page** which enables you to tell us how you want your information advertising to parents/carers. It also gives you the opportunity not to advertise at all. By completing this page you are declaring that you have read and agree to the ['Agreement for Use of Information from Childcare and Family Services Providers'](#) (Click to follow link to related documents)

Declaration/Consent

Declaration:

I declare that the information I have provided is true and accurate to the best of my knowledge and I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):

- ☐ Over the telephone and in writing. THIS OPTION IS MANDATORY IF YOU WANT YOUR DETAILS TO BE ADVERTISED AT ALL
- ☐ Via the internet ([www.derbyshire.gov.uk/childcaresearch](http://www.derbyshire.gov.uk/childcaresearch)). THIS IS OPTIONAL AND YOU DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE IN THIS WAY
- ☐ I DO NOT want my information advertising at all.

Name of person completing form:

Today's Date:

**IMPORTANT:** Please click on the calendar icon to the right of the date field and select today's date.

Now click the submit form button to send your changes through to the Families Information Service at Derbyshire County Council.

[Previous Page](#)      Select page: Childcare Cost Details Update

[Submit Form](#)

Synergy FIS Provider Portal - Part of the Synergy FIS Suite

**PLEASE NOTE:** In line with agreed protocols with Ofsted, childminders and home child carers, house number/name and street details are **not published** on the website.

**This page MUST be completed every time you provide an update online.**



## Section 4

### Mini Update – Childcare Vacancy Information Only

‘Childcare Vacancy Information Update’ at the top – If you only need to update your vacancy details as all other information is correct then please use this form.

#### Childcare Vacancy Information Update

Ofsted URN:

Ofsted Provider Name:

**PLEASE NOTE:**  
You cannot amend your Ofsted Provider Name here, if it is incorrect you will need to contact Ofsted on Tel: 0300 123 1231 or Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

Do you have immediate vacancies? If no, please ☐ Yes leave blank.

Number of vacancies for children under 8 years:

Number of vacancies for children over 8 years:

**Vacancy Details:**  
Please add any specific information about your vacancies here e.g. full time/part time, before/after school only, ages, date vacancies available from etc.

**IMPORTANT - You cannot click submit form button until you have completed the next page of the form. If you do you will get an error and the form won't submit.**

Select page:

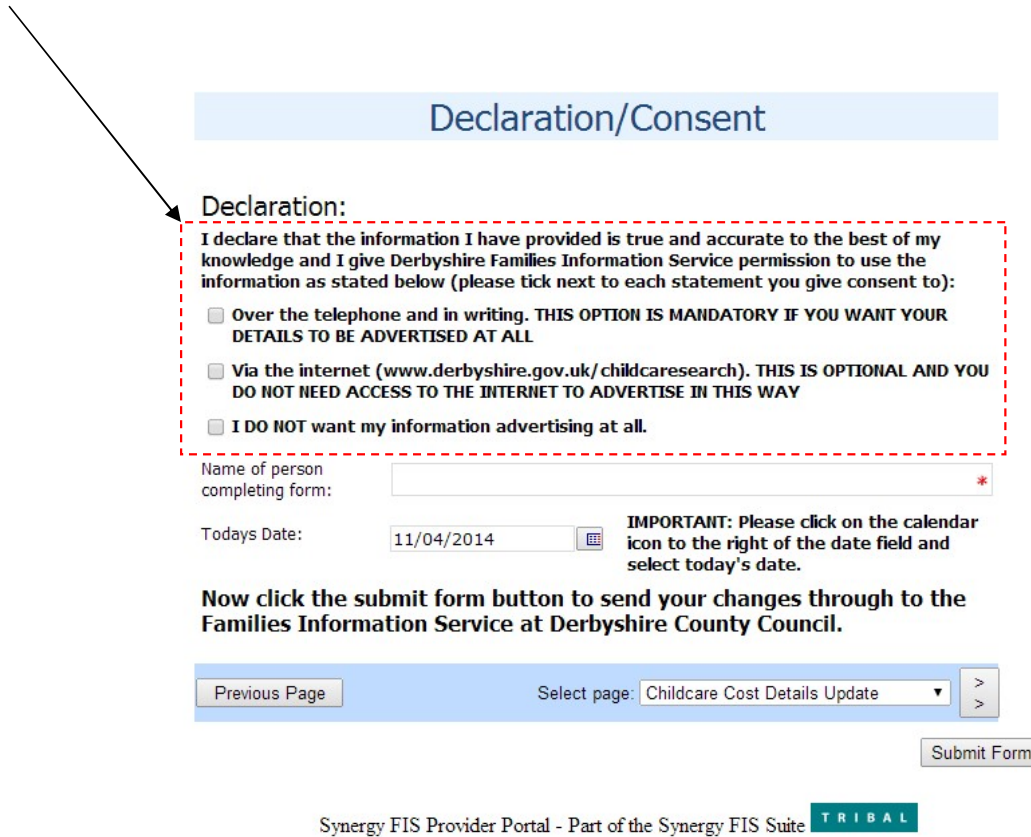
This page contains all vacancy details relating to your childcare setting.

To amend existing information in a **box**, click in the box and delete the information already entered and type in the new information.

Once you have checked and updated all vacancy details please select

Next Page

This will then take you to the **declaration/consent page** which enables you to tell us how you want your information advertising to parents/carers. It also gives you the opportunity not to advertise at all. By completing this page you are declaring that you have read and agree to the ['Agreement for Use of Information from Childcare and Family Services Providers'](#) (Click to follow link to related documents)



The screenshot shows a web form titled "Declaration/Consent". A black arrow points from the text above to the "Declaration:" section. The declaration text states: "I declare that the information I have provided is true and accurate to the best of my knowledge and I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):". There are three checkboxes: 1. "Over the telephone and in writing. THIS OPTION IS MANDATORY IF YOU WANT YOUR DETAILS TO BE ADVERTISED AT ALL" (unchecked). 2. "Via the internet (www.derbyshire.gov.uk/childcaresearch). THIS IS OPTIONAL AND YOU DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE IN THIS WAY" (unchecked). 3. "I DO NOT want my information advertising at all." (unchecked). Below the checkboxes are fields for "Name of person completing form:" and "Todays Date:" (11/04/2014). An important note says: "IMPORTANT: Please click on the calendar icon to the right of the date field and select today's date." Below this is a instruction: "Now click the submit form button to send your changes through to the Families Information Service at Derbyshire County Council." At the bottom, there is a "Previous Page" button, a "Select page:" dropdown menu (currently showing "Childcare Cost Details Update"), and a "Submit Form" button. The footer text reads: "Synergy FIS Provider Portal - Part of the Synergy FIS Suite" followed by a "TRIBAL" logo.

Declaration/Consent

Declaration:

I declare that the information I have provided is true and accurate to the best of my knowledge and I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):

☐ Over the telephone and in writing. THIS OPTION IS MANDATORY IF YOU WANT YOUR DETAILS TO BE ADVERTISED AT ALL

☐ Via the internet (www.derbyshire.gov.uk/childcaresearch). THIS IS OPTIONAL AND YOU DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE IN THIS WAY

☐ I DO NOT want my information advertising at all.

Name of person completing form: \*

Todays Date: 11/04/2014

IMPORTANT: Please click on the calendar icon to the right of the date field and select today's date.

Now click the submit form button to send your changes through to the Families Information Service at Derbyshire County Council.

Previous Page Select page: Childcare Cost Details Update

Submit Form

Synergy FIS Provider Portal - Part of the Synergy FIS Suite TRIBAL

**PLEASE NOTE:** In line with agreed protocols with Ofsted, childminders and home child carers, house number/name and street details are **not published** on the website.

**This page MUST be completed every time you provide an update online.**

## Section 5

### Mini Update – School Pick Up or Drop Off

'School Pick Up/Drop Off Details' at the top – If you only need to update details relating to School pick up and drop off as all other information is correct then please use this form.

To add a school click 'Insert Item' at the bottom of the table and select the school from the drop down list. Click AM box for drop off, PM box for pick up. If the school is not listed, please contact us via email: [info.fis@derbyshire.gov.uk](mailto:info.fis@derbyshire.gov.uk)

**School Pick Up/Drop Off Details**

Ofsted URN:

Ofsted Provider Name:

**PLEASE NOTE:**  
 You cannot amend your Ofsted Provider Name here, if it is incorrect you will need to contact Ofsted on Tel: 0300 123 1231 or Email: [enquiries@ofsted.gov.uk](mailto:enquiries@ofsted.gov.uk)

**School Details:**  
 To add a school click 'Insert Item' at the bottom of the table below and select the school from the drop down list. Click AM box for drop off, PM box for pick up. If the school is not listed, please contact us via email: [info.fis@derbyshire.gov.uk](mailto:info.fis@derbyshire.gov.uk)  
 To remove a school completely, click on the left hand side of the row containing the school name you wish to delete; a drop down list should appear from which you need to select 'Remove Entry'. This row should then disappear.

Schools for Pick-Up / Drop-Off

School	AM	PM
Barrow Hill Primary School	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="Insert Item"/>		

**IMPORTANT - You cannot click submit form button until you have completed the next page of the form. If you do you will get an error and the form won't submit.**

Select page:

To remove a school, click on the left hand side of the row you wish to delete; from the drop down list select 'Remove entry'. The row should then disappear.

School	AM	PM
Barrow Hill Primary School	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="button" value="Insert Item"/>		

Insert entry before  
 Insert entry after  
**Remove entry**  
 View Title  
 View End  
 Printable Version

**ick submit form button until you ge of the form. If you do you will get submit.**

Once you have checked and updated all school pick up/drop off details please select

This will then take you to the **declaration/consent page** which enables you to tell us how you want your information advertising to parents/carers. It also gives you the opportunity not to advertise at all. By completing this page you are declaring that you have read and agree to the ['Agreement for Use of Information from Childcare and Family Services Providers'](#) (Click to follow link to related documents)

Declaration/Consent

**Declaration:**

I declare that the information I have provided is true and accurate to the best of my knowledge and I give Derbyshire Families Information Service permission to use the information as stated below (please tick next to each statement you give consent to):

- ☐ Over the telephone and in writing. THIS OPTION IS MANDATORY IF YOU WANT YOUR DETAILS TO BE ADVERTISED AT ALL
- ☐ Via the internet ([www.derbyshire.gov.uk/childcaresearch](http://www.derbyshire.gov.uk/childcaresearch)). THIS IS OPTIONAL AND YOU DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE IN THIS WAY
- ☐ I DO NOT want my information advertising at all.

Name of person completing form:

Today's Date:

**IMPORTANT:** Please click on the calendar icon to the right of the date field and select today's date.

Now click the submit form button to send your changes through to the Families Information Service at Derbyshire County Council.

Previous Page      Select page: Childcare Cost Details Update      > >

Submit Form

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**This page MUST be completed every time you provide an update online.**

## Section 6

### Problems Submitting the Form:

If the form will not submit, there is usually a formatting error on one of the pages which needs correcting first.

#### Check:

1) **Age Groups** – no letters or symbols just the age in years so 0 – 5 years would be 0 in minimum age box and 5 in maximum age box.

2) **Cost Details** – no letters or symbols just £ sign followed by the cost with decimal point e.g. £3.50. If your costs do not fit any of the categories, leave blank and add additional information in the Details box below them on the page.

3) **Opening times** – these should be in 24 hour format with a colon to separate the hours and minutes e.g. 13:30. Do not enter any letters or decimal points.

4) **Declaration/Consent Page** – have you completed the compulsory boxes on this page? The date should be today's date, selected by clicking on the calendar button at the side of the date field and selecting today's date.

Once you have checked the form again, click 'Submit Form' button and if it still does not submit, contact Families Information Service on Tel: 01629 535793 whilst you have the form on screen. Until the form is submitted, **it will not be saved**, therefore if you come out of the form, you will have to input all the information again.

### What happens next?

The Families Information Service will check the form you have submitted and if all is correct, and Ofsted has an email address recorded for your setting, you will receive an **e-mail** notifying you that your form has been authorised.

To facilitate this it is extremely important that Ofsted has the correct e-mail address recorded for the setting.

Once your form has been authorised the new information will appear in your records.

If for whatever reason we cannot authorise your form straight away, for example, if you have made an error or we need further clarification, we will contact you before making any of the changes you have submitted.