

Online User Guide - Ofsted Registered Childcare Providers

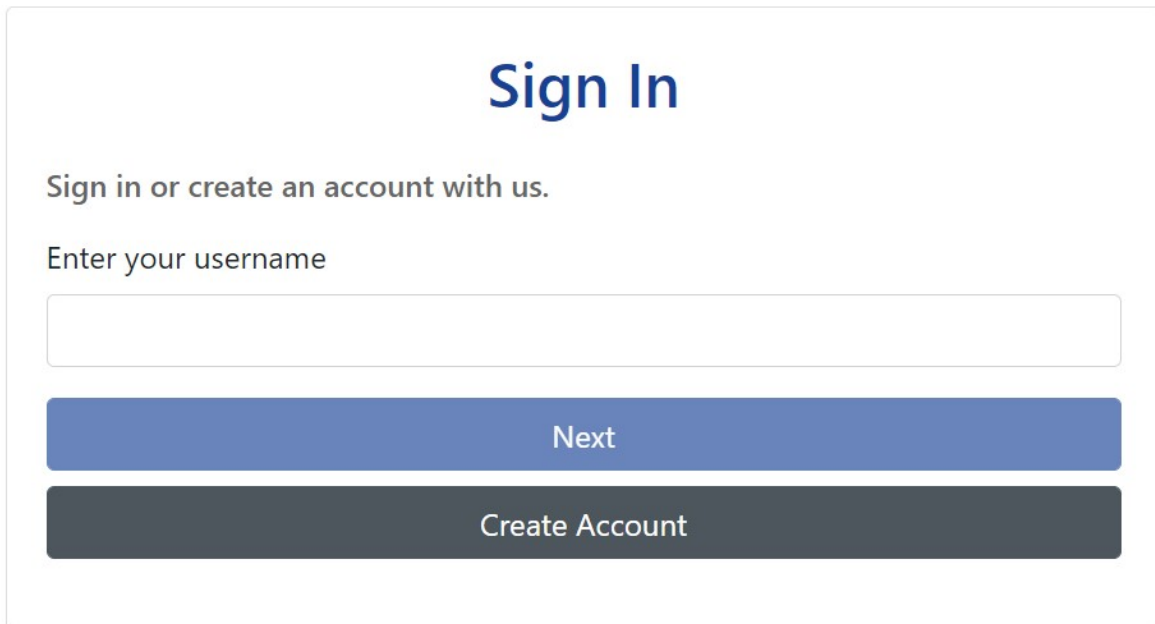
How to update your details

How to log on

Click on the following link:

[Early years and childcare provider portal - Derbyshire County Council](#)

This will take you to the Early years and childcare > Provider portal Page on Derbyshire County Council's website. Under 'Information on other websites', click on the link – 'Early years and childcare provider portal' and the FIS (Families Information Service) Provider Portal log in screen will appear as shown below:



Sign In

Sign in or create an account with us.

Enter your username

Next

Create Account

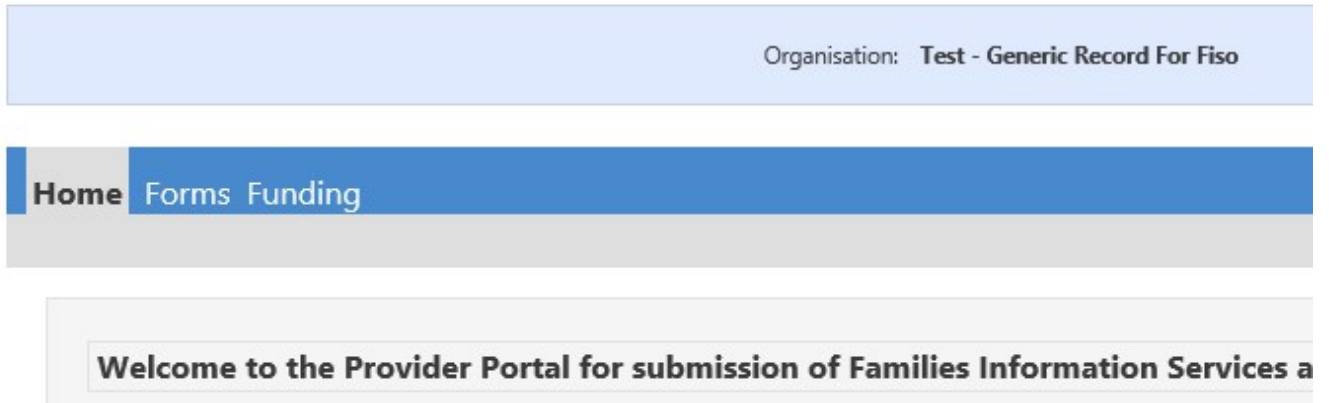
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Enter your username and password and then click on 'Sign In'.

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 email Families Information Service to reset it on: 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:



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

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

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

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 \(Page 14\)](#)

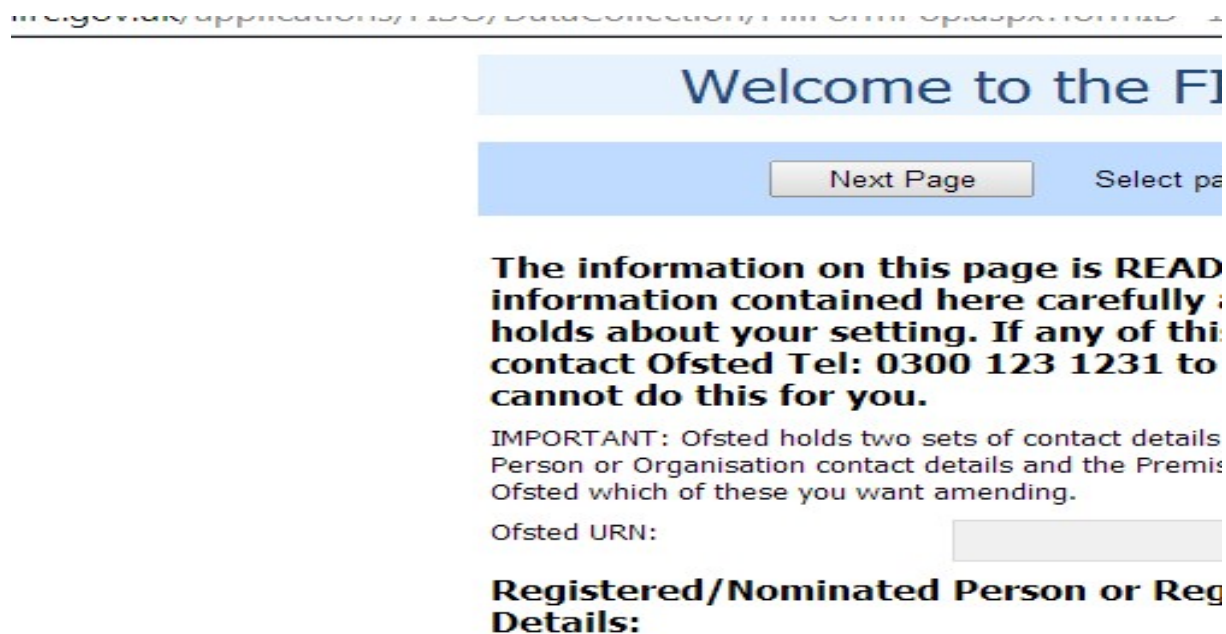
[Section 5 – Mini Update – School Pick Up or Drop Off \(Page 16\)](#)

[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 a web page with a light blue header containing the text "Welcome to the FIS Provider Portal". Below the header is a navigation bar with two buttons: "Next Page" and "Select page". The main content area features a bold warning: "The information on this page is READ information contained here carefully; holds about your setting. If any of this information is incorrect or missing, you will need to contact Ofsted Tel: 0300 123 1231 to make the necessary changes. (Ofsted Tel: 0300 123 1231)". Below this warning is a section titled "IMPORTANT: Ofsted holds two sets of contact details: Person or Organisation contact details and the Premises contact details. Ofsted holds which of these you want amending." followed by a label "Ofsted URN:" and a text input field. At the bottom of the screenshot is a section titled "Registered/Nominated Person or Regulated Person Details:".

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:

Home / General Applications / FIS / Data Collection / Information for Providers

Welcome to the FIS

Next Page Select page:

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

IMPORTANT: Ofsted holds two sets of contact details for Person or Organisation contact details and the Premises/Ofsted which of these you want amending.

Ofsted URN:

Registered/Nominated Person or Register Details:

Registered Person Name:

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.

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 (HH:MM) e.g. 5pm = 17:00

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

Day	Start Time	End Time
Monday		8:00

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:	£3.00	Per Session:	£15.00
Per Day:	£30.00	Per Week:	£150.00

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 Off

Previous Page
Next Page
Select page: Welcome Page

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

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

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:

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 cl (HH:MM) e.g. 5pm = 17:00

Note: If you have two or more sessions per day please add each one individually 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left | containing the day you wish to delete: a drop down list should appear from which select 'Remove Entry'. This row should then disappear. To add a day click 'Insert' the table and select the day from the drop down list available by clicking in the fi row you have created.

Day	Start Time	End Time
Monday <input type="button" value="v"/>	<input type="text"/>	<input type="text" value="7:00"/>
Tuesday <input type="button" value="v"/>	<input type="text"/>	<input type="text" value="7:00"/>

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:

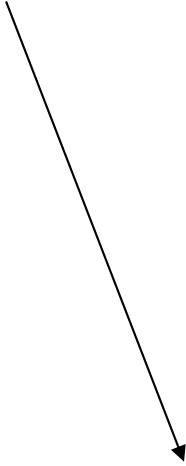
Total number of weeks open per year:

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 cl (HH:MM) e.g. 5pm = 17:00

Note: If you have two or more sessions per day please add each one individually 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left | containing the day you wish to delete: a drop down list should appear from which



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

Opening Times

Select 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 cl
(HH:MM) e.g. 5pm = 17:00**

Note: If you have two or more sessions per day please add each one individually 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left I containing the day you wish to delete: a drop down list should appear from which select 'Remove Entry'. This row should then disappear. To add a day click 'Insert' the table and select the day from the drop down list available by clicking in the fi row you have created.

Day	Start Time	End Time
Monday <input type="button" value="v"/>		7:00

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

Select page:

Total number of weeks open per year:

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

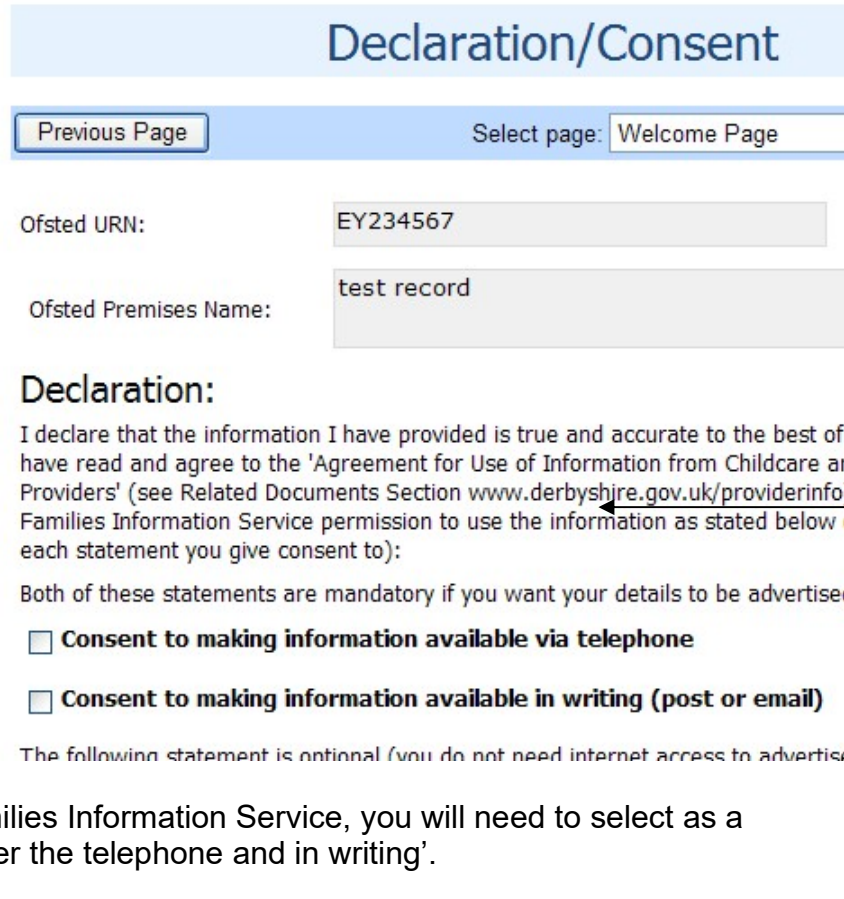
All Year
 School Holiday Only
 Term Time

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

Note: If you have two or more sessions per day please add each one individually 12:00 and Monday 13:00 - 16:00. To remove a day completely, click on the left I containing the day you wish to delete: a drop down list should appear from which select 'Remove Entry'. This row should then disappear. To add a day click 'Insert' the table and select the day from the drop down list available by clicking in the fi row you have created.

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 have read and agree to the 'Agreement for Use of Information from Childcare ar Providers' (see Related Documents Section www.derbyshire.gov.uk/providerinfo Families Information Service permission to use the information as stated below each statement you give consent to):

Both of these statements are mandatory if you want your details to be advertise

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

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 Families Information website (Search for childcare link) 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'.

uk/applications/FISU/DataCollection/FillFormPop.aspx?formID=139

Additional Needs Experience

Ofsted URN:

Ofsted Provider Name: test record

PLEASE NOTE:

You cannot amend your Ofsted Provider Name here, if it is incorrect 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 relevant area from the drop down list made available by clicking 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'.

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.

uk/applications/FISU/DataCollection/FillFormPop.aspx?formID=139

Additional Needs Experience

Ofsted URN:

Ofsted Provider Name: test record

PLEASE NOTE:

You cannot amend your Ofsted Provider Name here, if it is incorrect 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 relevant area from the drop down list made available by clicking 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'.

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

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

To remove an area of experience completely, click on the radial button next to the area of experience you wish to delete; a drop down menu will appear. Select 'Remove Entry'. This row should then disappear.

Areas of Additional Needs Experience and/or Training

Area of Experience
Allergies
Physical impairment

Accessibility:
Disabled Person's Toilet? Yes No

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 [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

Declaration:
I declare that the information I have provided is correct to my knowledge and I give Derbyshire Families Information Service access to my information as stated below (please tick next to the option you wish to use)

- Over the telephone and in writing. THIS OPTION IS ONLY FOR CHILDREN WHO DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- Via the internet (www.derbyshire.gov.uk/childcare) DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- I DO NOT want my information advertising at all

Name of person completing form:

Today's Date:

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.

[https://www.derbyshire.gov.uk/applications/1100/updates/childcare-costs-details-update](#)

Childcare Cost Details

Ofsted URN:

Ofsted Provider Name:

PLEASE NOTE:

You cannot amend your Ofsted Provider Name here, if it is 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: Per week:

Cost per day: Per term:

Per session:

Cost Details:

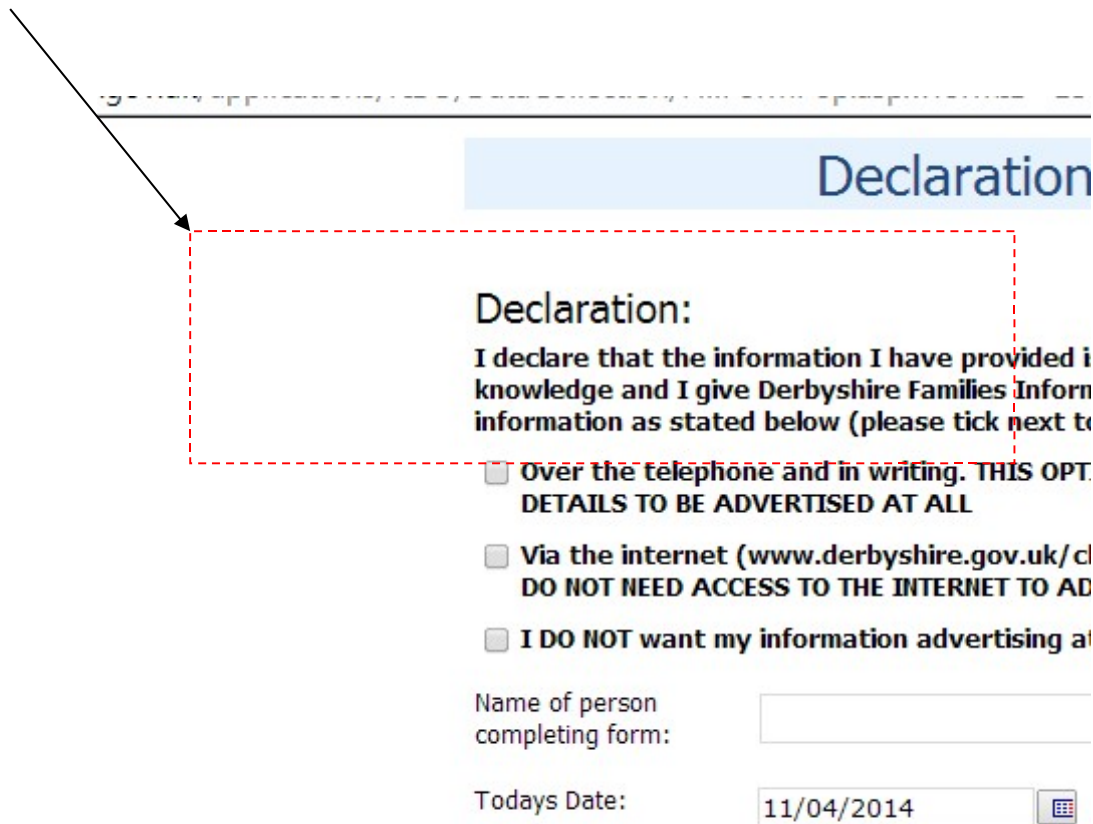
Please add any additional information about your childcare costs here e.g. full-time, part-time, etc.

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

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". A red dashed box highlights the main declaration text and the three radio button options. An arrow points from the text above to the top-left corner of the red box.

Declaration

Declaration:
I declare that the information I have provided is correct to my knowledge and I give Derbyshire Families Information Service access to my information as stated below (please tick next to your choice)

- Over the telephone and in writing. THIS OPTION IS FOR INFORMATION TO BE ADVERTISED AT ALL
- Via the internet (www.derbyshire.gov.uk/childcare) DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- I DO NOT want my information advertising at all

Name of person completing form:

Today's Date: 

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 Infor

Ofsted URN:

Ofsted Provider Name:

PLEASE NOTE:
You cannot amend your Ofsted Provider Name here, if it is incorrect please contact Ofsted on
Tel: 0300 123 1231 or Email: 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:

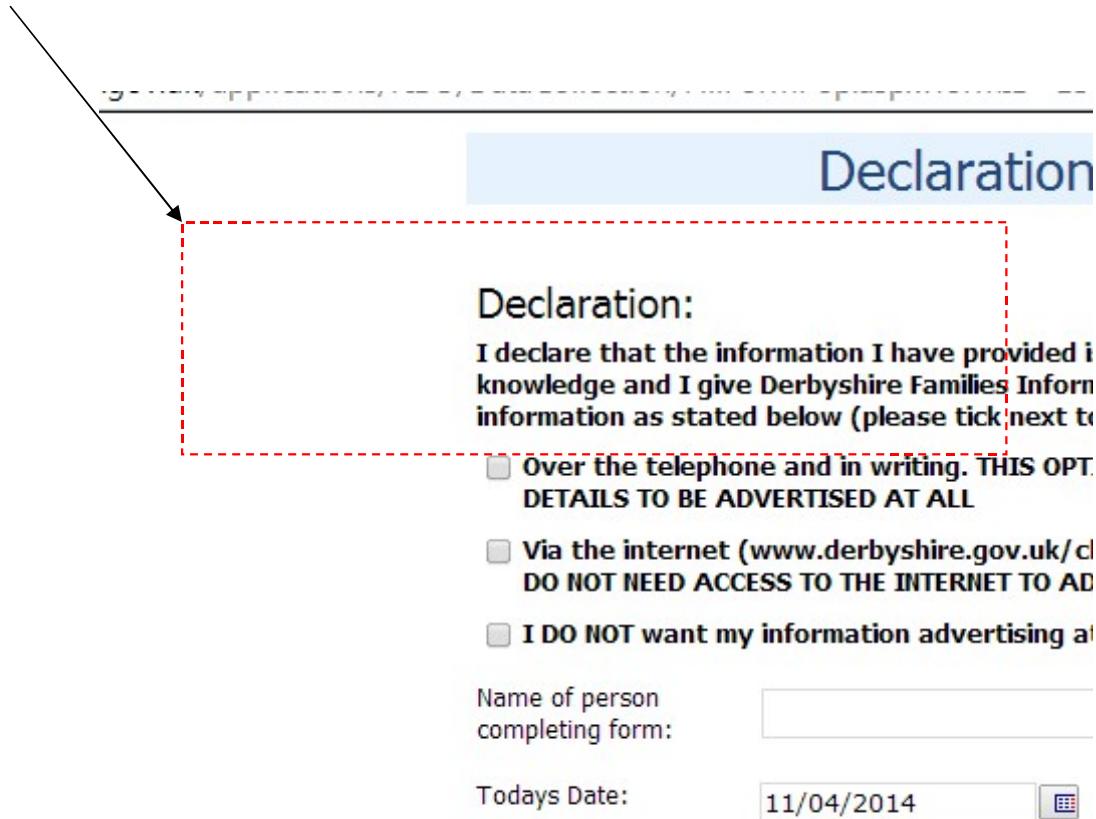
Vacancy Details:
Please add any specific information about your vacancies here e.g. full time/part time, before/after school only, ages, date vacancies available from etc.

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

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". A red dashed box highlights the following text:

Declaration:
I declare that the information I have provided is correct to my knowledge and I give Derbyshire Families Information Service access to my information as stated below (please tick next to your preferred method of advertising)

- Over the telephone and in writing. THIS OPTION DOES NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- Via the internet (www.derbyshire.gov.uk/childcare) DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- I DO NOT want my information advertising at all

Name of person completing form:

Today's Date: 

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

School Pick Up/Drop Off

Ofsted URN:

Ofsted Provider Name:

PLEASE NOTE:
You cannot amend your Ofsted Provider Name here, contact Ofsted on Tel: 0300 123 1231 or Email: enc

School Details:
To add a school click 'Insert Item' at the bottom of the table and select the school from the drop down list box for pick up. If the school is not listed contact info.fis@derbyshire.gov.uk

To remove a school completely, click on the button containing the school name you wish to remove, then disappear.

Schools for Pick-Up / Drop-Off

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.



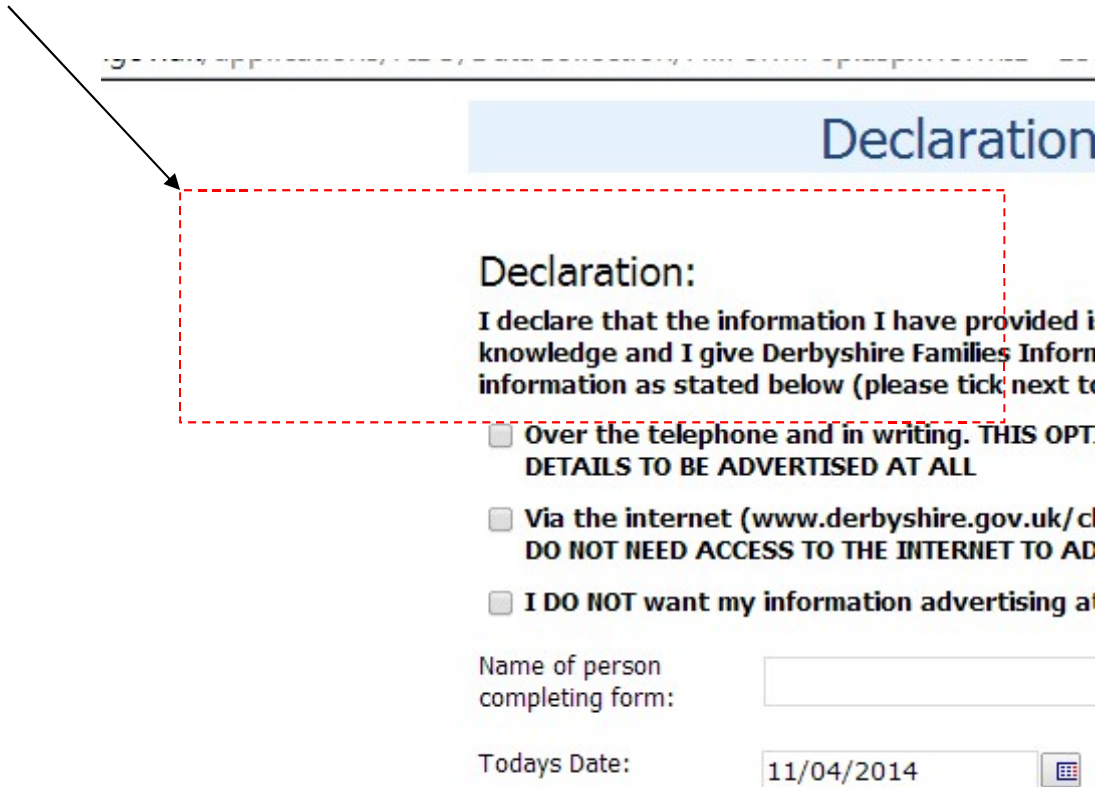
To remove a school completely, click on the button containing the school name you wish to remove, then disappear.

Schools for Pick-Up / Drop-Off

Once you have checked and updated all school pick up/drop off 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". A red dashed box highlights the main declaration text and the three radio button options. An arrow points from the text above to the top-left corner of the red dashed box.

Declaration

Declaration:
I declare that the information I have provided is correct to my knowledge and I give Derbyshire Families Information Service access to my information as stated below (please tick next to your choice)

- Over the telephone and in writing. THIS OPTION IS FOR DETAILS TO BE ADVERTISED AT ALL
- Via the internet (www.derbyshire.gov.uk/childcare) DO NOT NEED ACCESS TO THE INTERNET TO ADVERTISE
- I DO NOT want my information advertising at all

Name of person completing form:

Todays Date: 

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 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.