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|  | Bolton Council LH AW top |  |
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| **Capita One** Early YearsExternal Access Protocol |

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| Author: **Information Management Unit, Department of People Services** |

**Document Control**

**Amendment History**

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| --- | --- | --- | --- |
| Version / Issue No. | Date | Author | Remarks / Reason for Change |
| 0-1 draft | March 2016 | Paul Rankin / Imran Khan | Initial Draft version |
| 1-0 | March 2016 | Paul Rankin / Imran Khan | First agreed version |
| 1-1 | June 2019 | Imran Khan / Shaun Carter | GDPR/Personnel Changes |

**Sign-Off List**

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| --- | --- |
| Name | Position |
| Imran Khan | Information Management Manager – Department of People Services |
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**Distribution List**

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| Name | Position | I / R |
| Early Years Settings |  |  |
| Children’s and Adults Services Finance Team |  |  |
| Education Improvement – Early Years and Childcare Team |  |  |
| Policy, Performance and Partnerships Teams |  |  |

**Related Documents**

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| Reference No. | Title | Author | Version & Date |
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# Purpose

* 1. To detail the role and responsibility of Bolton Borough Council (“Bolton Council”) and Early Years Settings in the use of the Capita One Early Years Provider Portal to carry out the following:
* Submit their headcount information on children attending their setting.
* Carry out eligibility checks for two year old funding places on behalf of parents

1. Access Rights and Responsibilities
   1. Bolton Council will grant access to the system to users nominated by the 3rd party organisation provided they sign up to the terms and conditions of use of the system (Appendix 2).
   2. All users requiring access will need access to valid email address which is only accessible by staff at the Early Years Setting
   3. Access to the system is controlled through the Early Years Provider Portal Access Request form (Appendix 2). The form includes conditions of use and references to Data Protection, Audit and the Computer Misuse Act. Users are reminded that access rights will be removed if the user does not comply with the terms and conditions of use. A breach of terms and conditions could result in disciplinary or legal action.
   4. The Early Years setting will nominate a sponsor (Owner of the setting) to authorise new users of the system. The sponsor will agree to this protocol on behalf of the Organisation. (Appendix 1).
   5. The sponsor will also countersign new user request forms. (Appendix 2). The Early Years Setting accepts responsibility for ensuring all their users comply with the terms and conditions of use including undergoing appropriate information governance training.
   6. Users will be given access to the Early Years Provider Portal to carry out the following tasks:

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| **Headcount Tasks** | **Two year old funding eligibility checks** |
| Submit information on children attending their setting for the headcount payment | Assist parents with eligibility checking claims for two year old places both for economic and non-economic claims. |
| Submit information relating to any amendments for the headcount task such as change in hours, weeks or children who have left. |  |

* 1. This agreement will be reviewed on an annual basis.

1. New user process
   1. The Children’s Services Systems Support Team will email the Terms & Conditions to the staff member requesting access.
   2. Completed signed new user forms will be scanned sent to the Council’s Children’s Services Systems Support Team: [one.support@bolton.gov.uk](mailto:one.support@bolton.gov.uk)

Alternatively the signed forms can be posted using the address below:

Children’s Services Systems Support Team

Information Management Unit, 1st Floor

Town Hall

Bolton, BL1 1RU

* 1. On receipt of the forms the Children’s Services Systems Support Team will check the information entered on the form.
  2. They will then follow up with a phone call to the Owner of the setting to confirm they agree for the staff member to be given access to the Provider Portal and which area (Headcount and/or Eligibility).
  3. Once the Owner has confirmed access can be granted then they Children’s Services Systems Support Team will:
     + Email username and URL to the Owner
     + Email password to the staff member requesting access
  4. Staff members will have to then request their username from the Owner and using the username and password they will then be able to complete the registration process.

1. Users no longer needing access
   1. The sponsor from the organisation will advise Bolton Council when a user no longer requires access to the system by emailing [one.support@bolton.gov.uk](mailto:one.support@bolton.gov.uk)
   2. The Children’s Services Systems Support Team will be responsible for removing access rights and updating nominated users.
   3. Any user who has not accessed the system within 2 months will automatically have their access revoked.
2. Unauthorised access and information security
   1. Any unauthorised use or breach of security relating to the system will be reported via the organisation’s own incident reporting procedures. It will be the responsibility of the organisation’s sponsor to inform the council of any breaches as soon as possible by emailing [one.support@bolton.gov.uk](mailto:one.support@bolton.gov.uk)
   2. The Organisation will fully indemnify Bolton Council in respect of any claim, loss, liability or costs incurred arising as a result of breach of this protocol or as a result of any negligence or breach of statute or common law in processing the information made available to it.
3. Access to records requests
   1. Any requests by parents to access the information held about them by Bolton Council should be directed to [one.support@bolton.gov.uk](mailto:one.support@bolton.gov.uk)
4. **Data Management**
   1. Each setting in terms of the headcount submission is responsible for:
      * Ensuring any personal information they submit about children at their setting has been verified with some ID (e.g. birth certificate seen, passport etc).
      * Ensuring any changes to personal information about children at their setting such as change of name, address etc are updated.
      * Ensuring the hours claimed are based on hours attended for the term
   2. Each setting in terms of the eligibility checks is responsible for:
      * Explaining the privacy policy to the parents about how their information is processed before application is made.
      * See evidence that the child belongs to the parent concerned.
5. **Systems Support – help and assistance** 
   1. For further help or assistance please contact the following teams:

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| **Team** | **Support /Advice around** | **Contact Details** |
| Children’s Services Systems Support Team | * Provider Portal Accounts * Data Protection Issues | Email: [one.support@bolton.gov.uk](mailto:One.support@bolton.gov.uk)  Tel: 01204 338621 |
| Finance Team | * Entering/Submitting headcount tasks * Payment queries | Email: [earlyyearsfinance@bolton.gov.uk](mailto:earlyyearsfinance@bolton.gov.uk)  Tel: 01204 337169 |
| Information & Communication Team | * Eligibility Checks | Email: [families@bolton.gov.uk](mailto:families@bolton.gov.uk)  Tel: 01204 332170 |

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| **Appendix 1** | Bolton Council LH AW top |  |
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**Capita One Early Years Portal Usage Agreement**

**Please sign, scan and return this page to** [one.support@bolton.gov.uk](mailto:one.support@bolton.gov.uk)

**Early Years Setting**

I \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ , the nominated representative for \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

understand and agree to the terms and conditions as set out within this protocol.

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| Signed  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Position  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |

**Bolton Borough Council**

I agree to promote and monitor use of the system with the partner organisation.

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| Signed  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | Position  \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ |