

Introduction for newly Ofsted registered Early Years and Childcare providers

Congratulations on registering with Ofsted as an Early Years and Childcare provider. We warmly welcome your business to the sector and look forward to supporting you to become a sustainable and high quality Early Years and Childcare provider in West Sussex.

This guide explains the support and training we offer you, and signposts you to local processes and tools that you are expected to use.

You will need some time to read further information online. You may wish to print this document to use as a checklist.

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What we do

To meet our duties under legislation such as the Childcare Act 2006, West Sussex County Council (WSCC), we:

- support Ofsted registered Early Years and Childcare providers
- help parents looking for childcare, through our Family Information Service, including offering a childcare brokerage service where needed
- monitor to ensure sufficient childcare places in the county
- administer Free Entitlement funding for 2, 3 and 4 year old children

Ofsted have supplied us with details of your registration and will inform us of any future changes.

Contacting us

You can contact us through our Family Information Service, known as the FIS.

- 01243 777807 Weekdays 8am and 6pm
- family.info.service@westsussex.gov.uk

Calls are handled by the WSCC Customer Service Centre and staff can answer most of your queries but will call upon the help of our specialists when required.

Specialists may help you with:

- complex queries
- training
- Inclusion
- Free Entitlement funding
- support

Recommended actions for you

Add our contact details to your office noticeboard. You will find a printable contact list at the end of this document.

Weekly broadcast (Setting Update emails)

You will receive a weekly email broadcast from us (called the Setting Update) providing you with:

- Reminders of upcoming deadline dates
- Key funding information
- Changes to our processes
- New government legislation and guidance
- Local and national initiatives
- Training opportunities
- Safety advice
- Public Health updates
- New resources added to our website

It is vital that you are receiving and reading the broadcast because we do not send any communications by post.

The broadcasts are sent via the Granicus GovDelivery mail delivery service, from address West Sussex County Council (westsussex@public.govdelivery.com).

How to change email address we send it to

The broadcast is sent to the main email address that we hold on your record. Initially this is the one Ofsted supplied to us, but you can change this.

Complete a 'termly provider update' form via the Online Provide Portal. Note that the email address you give us will appear on the FIS website if you advertise with us.

If you are not receiving the broadcast emails

If you do not see the email in your inbox, check your spam/junk folder in case your email programme has blocked it.

There are a [few things you can check](#) yourself before you speak to your IT department or email service provider.

Recommended actions for you

Create a folder in your email program to store our emails so you can easily look back to find something.

Safeguarding

Registered childcare providers must have a commitment to the safeguarding and protection of all children.

Ofsted requires every setting to have a child protection policy which should include:

- a named (designated) person who holds responsibility in the setting for all safeguarding and child protection matters
- clear internal procedures about how the setting will respond to any concerns raised about the wellbeing of a child or young person
- clear internal procedures about how the setting will respond to any allegation made against a member of staff

Every childcare practitioner within the setting should know their individual responsibilities and what actions they must personally take. Every practitioner should be aware of their shared responsibility for the safeguarding and wellbeing of children and young people within their setting and the point at which to act upon and report any concerns.



The [West Sussex Safeguarding Children Partnership](#) and [Pan- Sussex Child Protection and Safeguarding Procedures Manual](#) will provide additional guidance on the processes involved. These should be considered alongside your setting's child protection policy and any locally agreed procedures.

Recommended actions for you

- Read the [safeguarding information](#) on our website in full and save links to the WSSCP and safeguarding procedures to your favourites.
- Ensure that you are complying with your Ofsted registration requirements

Network Meetings

You can attend termly network meetings run by our staff. These form an integral part of our support to you and although not mandatory they are a valuable way of keeping up to date and having your say. Meetings are free of charge but you need to book your place online in advance.

The purpose of the meetings is to:

- help you to meet your statutory duties
- access business advice
- get to know the local WSCC staff that support you
- discuss recent Ofsted or WSCC changes
- share best practice
- network with your local childcare providers

Recommended actions for you

Find [meeting descriptions and dates](#) online. If no future dates are set, we will tell you when they are released in the broadcast.

Advertising

We provide you with free advertising through the FIS. Parents and carers that are looking for childcare can visit our website and do their own search, email us for a list of childcare, or phone us.

There is no charge to advertise but you will need to complete a simple Childcare Provider Update form on the Online Provider Portal (OPP). We expect you to keep your information up to date by completing the form termly.

The quality of the information you provide for your advert directly affects the number of customers you attract via the FIS website. Pay particular attention to your 'Service Description' text where you describe what you offer, and your SEND information. Check the adverts of other local providers to see who you are competing with and what they have written. If you have your own website remember to give us the link so we can add it to your FIS page for parents to follow.

Childminders and Out of School clubs

Parents can search by school name for providers offering drop-off and collection. Make sure you tell us the names of all schools you could, or already visit.

Recommended actions for you

- Check the adverts of other local providers on the [FIS website](#).
- Complete the form on the [Online Provider Portal](#) to start advertising.
- Check your own [FIS advert](#) as part of your regular marketing activities.
- Check what [marketing resources](#) are available on our website.
- Take our free [Marketing for Early Years and Childcare providers](#) online training.

Online Provider Portal (OPP)

The OPP is where you submit data to us. You do not need to print documents, hand write forms, or post things to us.

The OPP lets you do the following (where applicable to you):

- Complete a form to advertise your business
- Give us mandatory sufficiency data (places and vacancies)
- Submit Free Entitlement funding claims
- Check Extended Free Entitlement eligibility
- View Inclusion Funding payment summaries
- Complete your Early Years Census (Free Entitlement providers only)
- Create OPP accounts for other staff members
- Update contact details for your main contact person

We have help guides and videos available to show you how to do each task and we recommend you use them each time.

You access the OPP through a web browser, however it is not optimised for mobile devices and as such we do not recommend you use a phone.

Recommended actions for you

- Find out [what you can do on the OPP](#).
- We have already provided your account username and password via email. Check that you can log on.

Website

Our website contains comprehensive resources to support and extend your practice and provision.

We constantly update and improve what is on offer and the website should be your first point of call to obtain the latest information on a wide range of topics.

🔗 [westsussex.gov.uk/EarlyYearsAndChildcare](https://www.westsussex.gov.uk/EarlyYearsAndChildcare)

You will find this link on the back page of this document - we recommend you print and display the back page for your office noticeboard or for your paperwork for ease of reference.

You will find links to all relevant national legislation and guidance, and guides to help you comply with them.

If you cannot find what you need online, contact us. If you have any suggestions for improvements, you can feedback to us directly from the bottom of any webpage but please include your email address so we can reply to you.

Devices, software and web browsers

You only require a web browser to access our services. Documents that you may want to download will be in PDF, Microsoft Word and Excel formats. You can install free official viewers for these if needed, which only needs to be done once.

Take steps to ensure that you can access our services with your devices before you need to use them. If web content does not display correctly you may need to update or use another browser (for example Google Chrome).

Keep your browser up to date so the data you enter is secure. Ensure that your PC has adequate virus protection enabled.

Recommended actions for you

Do not wait until you need some information - set aside an hour as soon as possible to look through what is available. Much of the information supports good practice so you can start using the resources in your setting now.

Training

All our courses can be found on our training platform called the Learning and Development Gateway. You will need an account to book onto courses (whether free or not). There is no cost to create an account but note that it can take up to 48 hours to create from your request.

Early Years and Childcare training programme

Our pay-as-you-go training programme provides high quality, professional training and development to the childcare and Early Years Foundation Stage workforce.

The training represents good value for money, is quality assured and cheaper than commercially run courses.

Many courses can be completed online which reduces the amount of time that your staff members are away from the setting and eliminates travel costs.

We publish an online course brochure which gives you an overview of upcoming courses and network meetings.

CPD training and business courses

We also offer courses for continued professional development, and business. Most are free and can be done online. Topics include mental health, SEND, food safety, marketing and financial planning.

Recommended actions for you

- Read the information about our Early Years and Childcare [training programme](#) which gives you links to the Learning and Development Gateway and explain how to create your account.
- Check out our [CPD training and business courses](#) (choose 'PVI Sector – Children' in the 'Target Audience' box).

Targeted Setting Support (TSS)

Should you need more support than can be offered from our online resources and network meetings we may provide you with TSS.

We use TSS to track the support we give you and to ensure it meets your needs and our statutory duty.

You may request TSS if you need:

- extra support to include a child with a disability or additional support need
- business support, for example if your setting was in financial difficulty

We may trigger TSS if:

- Ofsted tell us you have received an inspection outcome of Inadequate or Requires Improvement, or suspend you
- there are safeguarding issues

Recommended actions for you

Open the [TSS form](#) on our website and bookmark it so you can access it easily if needed.

Free Entitlement (FE)

All 3 and 4 year olds, and some 2 year olds, are eligible to receive funded hours at providers that have signed up to be part of the FE scheme. Joining the scheme is optional but most day nurseries, pre-schools and childminders are part of the scheme.

Providers who are part of the scheme tell us which eligible children are attending, and we pay the funding direct to them by BACS.

If you have not already signed up to offer FE places you can find the terms and conditions of the scheme, and the rates we pay, online.

Note that FE cannot be offered if your setting receives an Ofsted inspection outcome of Inadequate. In addition, childminders that do not yet have an outcome, or have an outcome of Requires Improvement, cannot offer FE to 2 year olds unless they have a suitable Level 3 qualification.

We use the phrase 'Free Childcare' when speaking with parents as this is how Government websites describe it for parents.

Recommended actions for you

- Find out about [offering Free Entitlement](#).
- Signpost parents to [our web page for parents](#) to find out everything they need to know.

Inclusion

Legislation

Ensure that you are complying with legislation around including all children in your setting. A guide for EY settings on the SEND Code of Practice is available on our website, along with links to the relevant legislation.

Inclusion funding for individual children

Inclusion funding to support the inclusion and participation of children with complex additional or special educational needs or a disability may be available to providers who are in receipt of Free Entitlement.

Recommended actions for you

- Find information about [legislation and Inclusion Funding](#) on our website.
- Look at the resources available on the [Tools for schools and settings website](#) which will support you in providing high quality, inclusive education and childcare for all children.

Integrated Front Door (IFD)

All enquiries/referrals for both Social Care and Early Help will come through our single front door referred to as the Integrated Front Door (IFD), this is the only public contact point for Early Help and Children's Social Care.

The IFD for West Sussex Children Services ensures that all enquiries and referrals are triaged upon receipt and directed to the appropriate service to support with the query, providing a seamless process with children receiving a service proportionate to their needs in a timely way.

The expertise of the team comprises of qualified Early Help specialists, qualified Social Care specialists, qualified managers, Customer Service Centre Agents and social care referral advisors.

When referring in, you should confirm your referral in [writing](#) within 24 hours.

If you have doubts about making a referral, please consult with your manager or practitioner with responsibility for child protection. If this is not possible, please speak with the IFD for further advice.

Recommended actions for you

Add the IFD contact details to your office noticeboard. You will find a printable contact list at the end of this document.

Children's Learning and Well-Being Audit (CLaWBA)

The aim of the Children's Learning and Well-Being Audit is to ensure that all young people are ready for school and ready for work.

For our youngest children this means to identifying any barriers to their learning and development at the earliest point and providing support to enable them to make good progress. This may mean providing additional support within the setting or supporting their parents and carers to access health and family support from Children's Services and other services.

Identifying those who are potentially more vulnerable at the earliest opportunity is essential to provide the right support at the right time to meet their needs and improve their life chances.

The audit is a tool for settings to use to identify any factors that may make a child vulnerable to lower attainment in their learning and development.

Recommended actions for you

Access [CLaWBA information and resources](#) on our website, and integrate auditing into your provision.

Transitions

In their early years, children go through many transitions - moving on to a new activity, setting or school, moving between classrooms or starting at a setting for the first time.

We provide you with:

- guidance to plan positive transitions for all children you are supporting
- guidance to reflect on the support you give to children through points of transition
- information that may be useful to share with parents and carers of children starting school

The transitions information covers Universal Transitions – which are the actions that can support all children – as well as Supported Transitions for children who have additional needs that might need a more personalised transition plan to be put in place.

Recommended actions for you

Access [transitions information and resources](#) on our website, and plan for the children that you are supporting.

Integrated health and learning reviews

Integrated two-year review

All local authorities, health visiting services and early years providers are expected to bring together health and early education reviews for young children at the age of two to two-and-a-half.

The purpose of the two-year review is to:

- identify the child's progress, strengths and next steps in order to promote positive outcomes in health and wellbeing, learning and development
- identify any support needs as early as possible and facilitate appropriate intervention and support for children and their families, especially those for whom progress is less than expected
- generate information which can be used to plan services and contribute to the reduction of inequalities in children's outcomes.

School readiness integrated review

Locally in West Sussex, we have also identified a need to support children and families in preparing for starting school.

Each Autumn, you will email the families of all children attending their provision who are due to start school the following September, providing a link to a 'Starting school questionnaire'. We will provide a template email and instructions for how to send it.

You should use the information from the completed questionnaires alongside your assessments of children's progress to identify any additional support needed to enable your children to make successful transitions to school. This may include developing a supported transition plan for a child starting school.

We will also provide you with information from the School Admissions Team each Autumn to share with your families and support them to complete the school application process before the application deadline of 15 January.

Recommended actions for you

Access [Integrated health and learning reviews information](#) on our website, and plan for the children that you are supporting.

Tax-Free Childcare

Parent and carers can open a Government 'childcare account' to pay into, which they then use to pay childcare providers. They save tax by using the account. For every £8 they pay into the account, the government will pay in £2.

As the childcare provider, you would need to be signed up to the Tax-Free Childcare scheme for a parent to pay you from their childcare account.

Signing up to the scheme is optional, but you may find many parents want to pay you this way.

Recommended actions for you

- Find out about [Tax-Free Childcare as a provider](#).
- Signpost parents to the [Childcare Choices](#) website to open an account.
- You can also advertise accepting Tax Free Childcare on the Family Information Service website by completing a Termly Provider Update form.

Toy Libraries

Toy libraries are based in our libraries. You can borrow lots of great toys that support a child's learning and development.

There is a small one-off joining fee but no loan charges.

Recommended actions for you

Ask your [local library](#) for more information.

Business and Finance

A robust business plan and financial planning is essential for all Early Years and Childcare providers in order to provide high quality, sustainable provision that can operate successfully for many years.

This will support you to identify strengths, weaknesses, threats and opportunities for your setting. It will also help you to focus what your unique selling point is and why families should choose your setting.

Regularly setting and monitoring clear goals will help you to spot potential issues before they happen and ensure that you are able manage your business efficiently.

In addition, having a financial management system is critical to the effective running of a childcare business and to ensuring long-term success.

Recommended actions for you

Read the [Business Planning and Marketing](#) and [Financial Planning](#) information on our website.

Recruitment and Retention

Recruiting and retaining staff is a crucial part of your business.

Childcare providers have a duty under the welfare requirements of the Early Years Foundation Stage, and the requirements of the Childcare Register, to ensure that a safe and legal recruitment process is followed so all staff and volunteers are suitable to care for children.

To support providers in both recruitment and retention we encourage you to make use of the following as your childcare business progresses:

- Training through our Early Years and Childcare Training Programme
- The tools and resources available online

Recommended actions for you

- Read the [staff recruitment](#) information on our website.
- Check what courses are available (see [Training](#) on page 8).
- Ensure you are clear what your duties around staffing are both as an employer and an Early Years and Childcare provider and that these are met within your organisation.

Local Offer

As part of the SEND Code of Practice, childcare providers must create a Local Offer document.

Your Local Offer gathers all the information about how you support children with SEND in your setting into one document.

This should be published on your website (if you have one) or available as a hard copy that all parents can view.

These resources will help you to create your Local Offer:

- [How to complete your Local Offer](#)
- [Top Tips for answering your SE7 Local Offer questions](#)

Recommended actions for you

- Take a look at the Local Offer documents that other providers have on their own websites. Find links to other local providers' websites on the [FIS website](#).
- Create your Local Offer document.
- Review it periodically. If you provide Free Entitlement you must review it at least once a year.

Privacy Notice for parents

Our 'Privacy Notice for Parents Accessing Early Years and Childcare Provision' specifically explains how parent, carer or child data that you share with us (the Local Authority and our commissioned partners) may be stored and used by us.

This is unrelated to any privacy notice or data protection policy that you have in place for your setting.

You must share our notice and be able to demonstrate that all parents that use your provision have seen it. This is most easily done by referencing it within your contract documentation for new parents, such as your admissions policy.

Recommended actions for you

- Read the [Privacy Notice](#) so that you are aware of its contents.
- Add a link to (not a full copy of) the notice in your policies so that you don't need to update your contract documentation if our notice changes in future.

Useful contacts for providers

(This page is designed for printing)

Information for childcare providers - WSCC website

westsussex.gov.uk/EarlyYearsAndChildcare

Family Information Service

01243 777807 weekdays 8am-6pm

family.info.service@westsussex.gov.uk

westsussex.gov.uk/FIS (childcare website)

Integrated Front Door

01403 229900 weekdays 9am-5pm

WSChildrenServices@westsussex.gov.uk

Safeguarding

- West Sussex Safeguarding Children Partnership
westsussexscp.org.uk
- Pan- Sussex Child Protection and Safeguarding Procedures Manual
sussexchildprotection.procedures.org.uk

Early Years Training (including network meetings)

01243 777807 weekdays 8am-6pm

westsussex.gov.uk/eytraining

Useful signposting for parents

Free Childcare

westsussex.gov.uk/FreeChildcare

Childcare choices (help with the costs of childcare)

childcarechoices.gov.uk

Privacy Notice for Parents Accessing EYC Provision

westsussex.gov.uk/media/9988/privacy_notice.pdf