

## Wirral Borough Council

Provider Portal

TYOF User Guide

Two Year Old Funding Applications and  
Placements

## Contents

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## 1. Background

- 1.1 Two Year Old Funding (TYOF) is a module within the Wirral Provider Portal which is used for all two year funding applications and accepting placements. This is a direct replacement for the current online process.
- 1.2 All funded providers will have access to the TYOF module to complete assisted applications and placement notifications.
- 1.3 If a new member of staff within a setting requires a log in for the Provider Portal, the manager of the setting must email [childrenssystemsteam@wirral.gov.uk](mailto:childrenssystemsteam@wirral.gov.uk) with the following details:
- Forename and surname of employee requiring access
  - Name of setting
  - Address of setting
  - Contact number (work)
  - Email address of the employee requiring access
- (Please note: email must be an individual work address rather than a generic setting email. For instance, [daniel@littledinosaurs.com](mailto:daniel@littledinosaurs.com) as opposed to [enquiries@littledinosaurs.com](mailto:enquiries@littledinosaurs.com))*
- 1.4 All portal users have responsibility to inform Wirral Borough Council when access is no longer required to the Provider Portal. Notification of any changes to work location should also be made, for instance if a staff member moves from one setting to another. Changes should be emailed to [childrenssystemsteam@wirral.gov.uk](mailto:childrenssystemsteam@wirral.gov.uk)

## 2. Logging on to the TYOF and Navigation

- 2.1 The username and password used to log in to the Self-Update Portal is the same log in for Headcount and Better Start. For providers who have recently registered, during the first log in a request to change your password will be present.
- 2.2 If new user access is required please contact [childrenssystemsteam@wirral.gov.uk](mailto:childrenssystemsteam@wirral.gov.uk)
- 2.3 To open a new internet browser session, select the browser installed on your machine, ie: Internet Explorer, Google Chrome or Firefox etc
- In the search bar located at the top of the screen the Provider Portal address needs to be added:

[https://ems.wirral.gov.uk/Provider\\_Portal\\_LIVE](https://ems.wirral.gov.uk/Provider_Portal_LIVE)

2.4 The Provider Portal log in page should now be displayed.

2.5 Please note that Provider Portal log in page will also display any notices such as maintenance or upgrade times. If there are difficulties logging in please check here first for any relevant information.

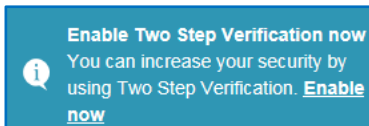
2.6 Log in: Please now enter your Username and Password. *(All passwords are case sensitive and must follow the following guidelines: a minimum of 10 characters containing at least 1 capital letter, 2 numbers and 1 special character.)*

Once the information is entered please click the 'Log In' button.

2.7 Secret question: Please now enter the answer to your secret question. If this is your first time logging in you will be asked to set this up. Once you have entered this information please click the 'Submit' button.

*(If you have forgotten your secret answer please click the link 'Forgotten your secret answer' button.)*

2.8 Enable Two Step Verification now: The first pop up message as you log in on the right hand side will alert you to increasing your security. This is optional.



2.9 If you wish to set-up two step verification, please click the 'Enable now' text. The following message will then be displayed.

### Two Step Verification

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Two Step Verification is our way to make your data more secure.

If you enable Two Step Verification, we will send you a Verification Code every time you sign in. This helps us keep your data safe.

Some areas require Two Step Verification to be enabled before you can use them. We will tell you when you try to access if you do not already have Two Step Verification enabled.

Changing your preference will sign you out, and you will need to sign in again.

**Preferred method**

No Two Step Verification

**Save**

The preference for two-step notification is set to 'No Two Step Verification' as default. To enable this added security measure, please click the drop down menu and select 'email'. Enabling this feature will send an email to the registered account at each sign in with a specific code which needs to be entered swiftly before you can access the portal.

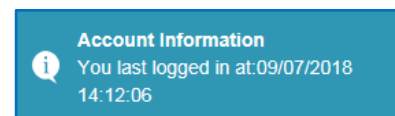
**Preferred method**

Email  
No Two Step Verification

**Save**

*(Please note that if you set up this feature each time you sign in a new code will have to be entered to allow access. This has to be entered within a very short time frame.)*

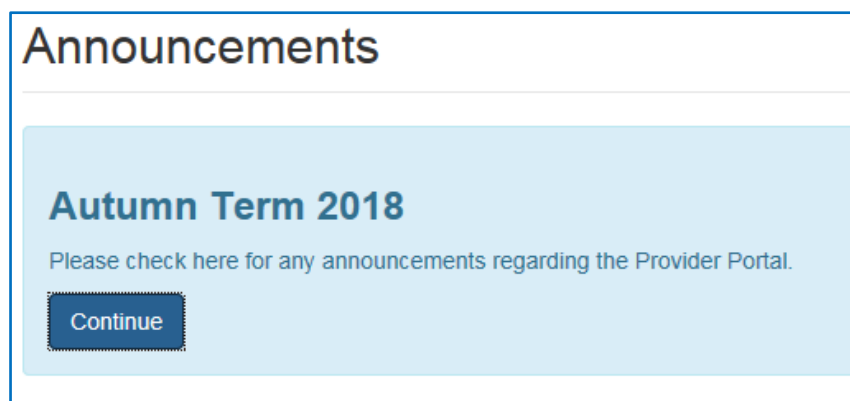
2.10 Account information: As you log in, again on the right hand side an information box will appear. This details the last time the account was logged into by the user.



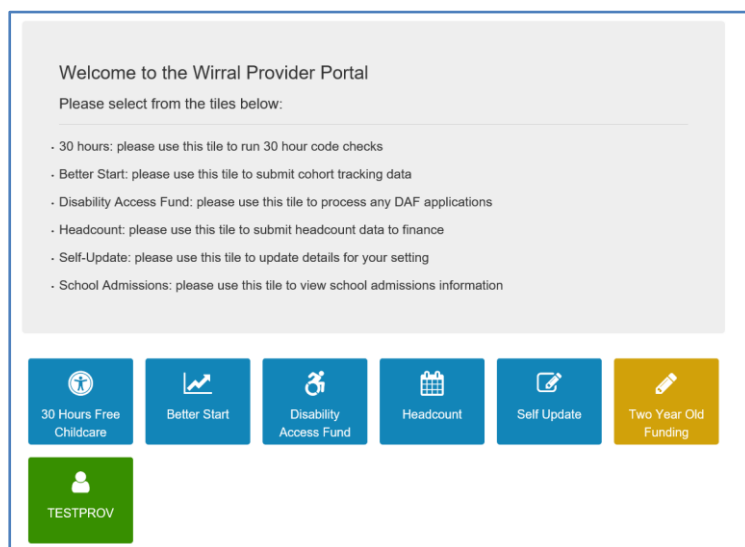
*(If the date and time do not reflect the last time you logged into the account this could potentially highlight a security breach. Firstly please change your password and then email [childrenssystemsteam@wirral.gov.uk](mailto:childrenssystemsteam@wirral.gov.uk))*

### 3. Home Page

- 3.1 When you log in, any announcements for Better Start, Headcount and Two Year Old Funding will automatically be displayed before the home page is accessed. Please click the 'Continue' button to move onto the home page.

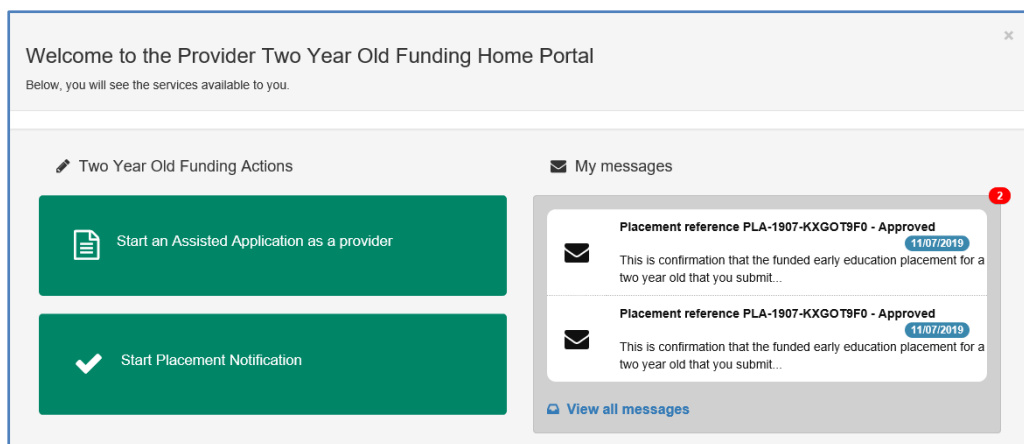


- 3.2 Once you have logged onto the Provider Portal you will have accessed the portal home page. Tiles will be displayed to show the different areas which can be accessed. Please click the 'Two Year Old Funding' tile.



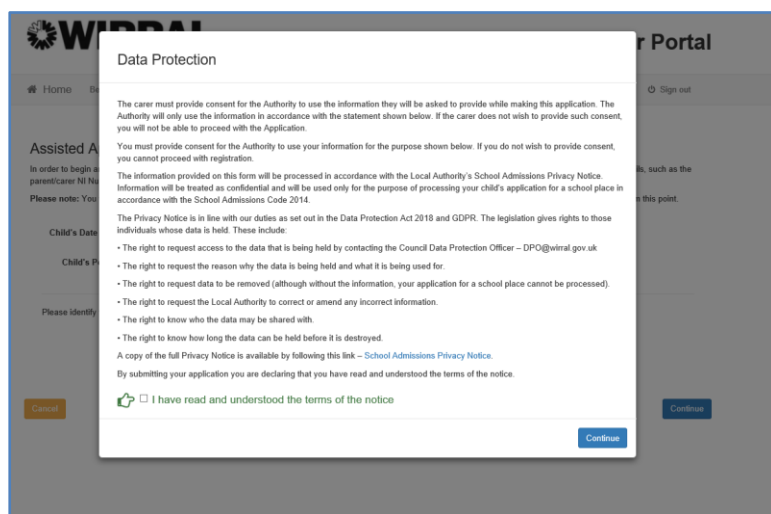
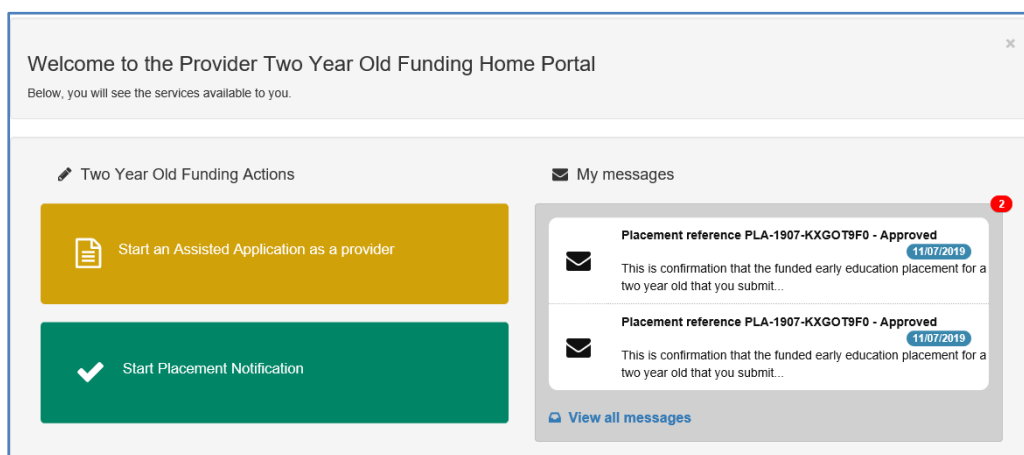
- 3.3 Once you have clicked the 'Two Year Old Funding' tile you will now be at the TYOF home page. There are now two headings you can access: **'Start an Assisted Application as a provider'**, and **'Start Placement Notification'**.

*(Please note- some providers will only have access to the 'Start an Assisted Application' heading. This will be the case for school provisions.)*



## 4. Start and Assisted Application

4.1 Please click 'Start an Assisted Application' button to start an application. This will be used to help support parents in making a two year funding application. Please read the data protection notice and click to say that you've read and understood the terms of notice.





- 4.2 This will then bring you to the application screen shown below. The service(s) linked to your account will be available to select in the 'service' drop down box.


**Assisted Application**

In order to begin an assisted application, you will need to obtain the Date of Birth, and current address, of the child that is the subject of the application. Further details, such as the parent/carer NI Number and Date of Birth, may be needed later in order to complete the application.

**Please note:** You will not be able to change the child's date of birth or postcode later in this process, if you wish to do so you will need to start a new application from this point.

**Child's Date of Birth** 

**Child's Postcode** 

 The child's date of birth

Please identify the service to which the application will be linked.

**Provider**

**Service** ☒ Service

[Cancel](#) [Continue](#)


- 4.3 Input the required information into 'Child's Date of Birth' and 'Child's Postcode' fields. Also select the service from the drop down menu, and click the blue continue button on the right hand side of the screen.


- 4.4 This will bring you to the 'Add Child' screen. Please insert the required information into each field. When adding the child's address, please first type in the postcode and then use the blue 'Find Address' button. Please then select the correct address from the results provided. If the required address is not present, please click the 'Enter Address Manually' link and type in the correct information. When all required information is added, please click the blue continue button located on the right hand side of the screen,

**Add Child**


To progress this application, enter the details of the child below


**Please note:** You cannot change the child's date of birth or postcode from those which you entered on the previous screen. If you have made a mistake then please restart the application.


**First name \*** 


**Legal Surname \*** 

**Gender \*** ☐ Male ☐ Female

**Date of birth (dd/mm/yyyy)**  20/09/2017

**Ethnicity \***  Please select

**First Language \***  Please select

**Postcode \***  CH423TD

[Find Address](#) [I don't have a Postcode](#)

**\* Required field**

[Cancel](#) [Continue](#)



To find the home address please enter the postcode and click 'Find Address'. If the address is not listed then type the correct address in the boxes provided. If you do not know the postcode, you can look it up [here](#).

Postcode \*

[Enter Address Manually](#)

1, Gratrix Road, Bromborough, CH62 7BW  
 3, Gratrix Road, Bromborough, CH62 7BW  
 5, Gratrix Road, Bromborough, CH62 7BW  
 7, Gratrix Road, Bromborough, CH62 7BW  
 9, Gratrix Road, Bromborough, CH62 7BW

4.5 This will bring you to the 'Enter Applicant Information' screen. Please insert details of parent/carer. Once this has all been input, please click the blue continue button.

### Enter applicant Information

To progress this application, enter the details of the applicant below:

**Title**

**Forename**

**Surname**

**Gender** ☐ Male ☐ Female

**Relationship**

**Parental Responsibility** ☐ Yes ☒ No  
 If the applicant has legal responsibility for this child, select Yes

**Address** Does the applicant live at the same address as the child ?  
☐ Yes Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD  
☐ No

4.6 This will bring you to the 'Claim type' screen. Please then select if this is an '**economic**' or '**non-economic**' application. (Please refer to appendix for criteria.)

### Claim type

Here you can apply to receive funding for your two year old.

**Economic Claim**

Here you can make an application for the applicant based on economic grounds. Most applicants will want this option.

**Non-economic Claim**

Here you can apply for Two Year Old Funding through non-economic grounds. Applicants for looked after or SEN children should choose this route.

## 5. Economic Application

- 5.1 For 'economic' applications: Please click the 'claim on economic grounds' button. You will then open the page below. Add all information requested for the parent/carer and then click the blue continue button.

Enter applicants economic Information

To validate that the applicant is eligible, enter their economic details of the applicant below:

Forename  ✕

Surname

Date of Birth

Please enter either:

National Insurance No.   
(e.g. AB123456C)

Or

National Asylum Seekers No. (e.g. 13 / 07 / 56789)  /  /

[Back](#) [Continue](#)


**Details**

**Test Child**

Gender	Male
Date of Birth	20-Sep-2017
Parental Responsibility	Yes
Relationship	Mother

- 5.2 The declaration screen will then be present. Please read this carefully alongside the parent/carer before checking the 'I agree' tick box and then clicking the blue continue button.
- 5.3 This will bring up the result screen. There will be two possible outcomes from the application. If the application is confirmed, the following screen will be shown. Please also select how the parent/carer would like to receive the confirmation details- by email or printed copy.

**Eligibility Result - funded early education for two year old children**

 The check for eligibility for funded early education has confirmed that Test Child is eligible.  
The applicant will need to keep the information on this page for future reference.

**Application reference number for your information:**  
TYF344-1909-S0GXAWF9

The earliest date from which funding for early education for Test Child will be available is 01/01/2020. Funding will commence from the date, on or after 01/01/2020, when an early education placement is taken up with an approved provider.

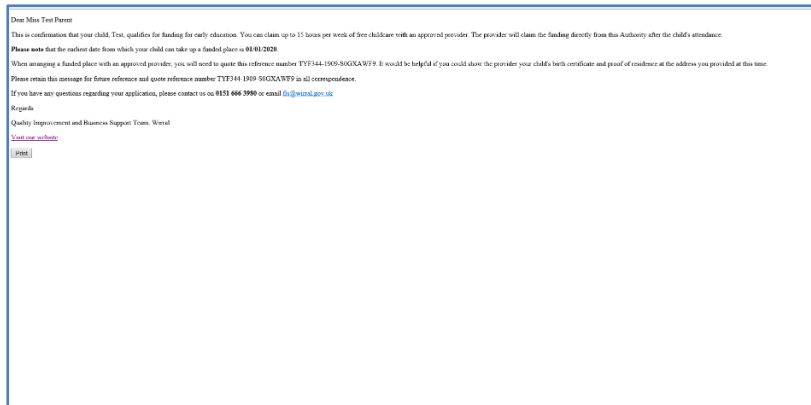
The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us

How would the applicant prefer to receive the eligibility details?  
If none of these methods are appropriate then please note down the application reference number and funding start date for the applicant.

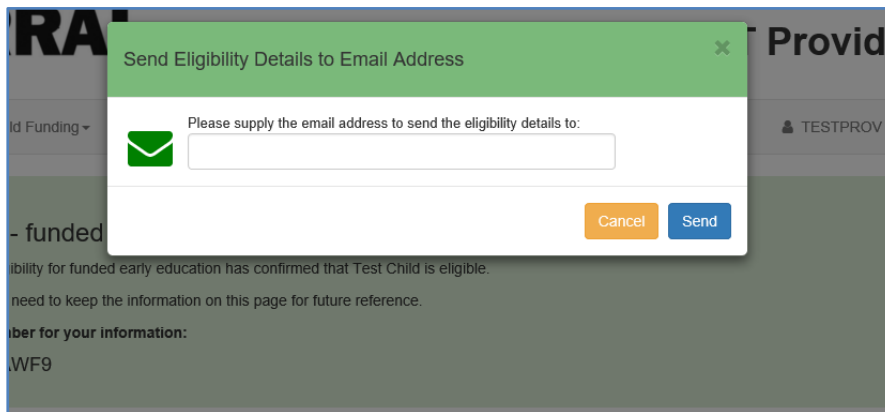
[By Email](#) [Printed Copy](#)

[Finish](#)

- 5.4 If you select 'Printed Copy' a new window will open. Please click the grey 'Print' button if required.



- 5.5 If you select 'Email' the following dialogue box will appear. Please add parent/carers email address and click 'Send'.



- 5.6 Once these steps have been completed, click 'Finish' to return to the homepage.

- 5.7 If the application is not confirmed, the following screen will be shown. In the first instance, review the applicants details for any incorrect inputs. If there are inaccuracies ie: date of birth has been mistyped please click 'Edit Applicant Details' button. This will bring you back to screenshot in 4.5. If all details are in fact correct, please click 'Request Help' button.

**Eligibility Result - funded early education for two year old children**

The check for eligibility for funded early education has been unable to confirm automatically if your child is eligible.  
 If the applicant feels that they are, in fact, eligible please contact us using the Help link below.  
 Oops...this is embarrassing. Something went wrong. We're very sorry for any inconvenience. If the problem persists please contact us. Thank You!  
 Application reference number for your information:  
 TYF344-1909-TF6B1WF3

**First Applicant**

These were the details we used to determine your eligibility. If you think you incorrectly entered your details please use the edit details button to amend them.

**dad-dad test-live**  
 Date of Birth 21/03/1987  
 National Insurance No. JT671067D

[Edit Applicant Details](#)

You can perform check on second applicant whom have parental responsibility

[Second Applicant Details](#)

If you disagree with this result please do not hesitate to request help:

[Request Help](#)

The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us at: PO Box 244 Shepherds Bush London E1

[Finish](#)

- 5.8 The request help button will show the following screen. Please add any relevant information in the box provided, and toggle the consent button before selecting the blue continue button. Follow steps in 6.5, 6.6 and 6.7

**Request Help**

Please fill out the following form detailing the nature of your help request for this assisted application.

Enter any queries or information related to your help request here:

I am eligible as receive universal credit

Please attach any additional evidence relating to the above criteria

[+Add file](#)

Do you consent to the LA performing an ECS check on your behalf?

☒ Yes

[Back](#) [Continue](#)

## 6. Non-Economic Application

- 6.1 For 'non-economic' applications, please follow steps up to 4.6, and then select the 'claim on non-economic grounds' button.
- 6.2 The screen below will then be presented. Please select the appropriate criteria for the non-economic application.

### Non-economic Criteria Selection

Select all of the criteria which applies to your application and please provide the details required for that criteria.

Please note that the maximum amount of evidence you can attach cannot exceed a total of 20MB

☐ **Looked After Child** A "looked after child" is a child who is (a) in the care of a local authority, or (b) being provided with accommodation by a local authority in the exercise of their social services function.

☐ **Adoption, Residence Order or Special Guardianship** Children who have left care but are not able to return home (through adoption orders, residence orders or special guardianship).

☐ **Child has a Special Educational Need (SEN)** Has a current statement of Special Educational Needs or an Education, Health and Care plan.

☐ **Child has a disability** Is in receipt of Disability Living Allowance (DLA).

☐ **Economic Recheck** The Economic Check Failed and you KNOW you are eligible

☐ **Zambrano Carer** a Zambrano Carer is the primary carer of a British citizen child or dependent adult where requiring the primary carer to leave the UK would force that British citizen to leave the European Economic Area (EEA). 6. The criteria someone must satisfy before qualifying as a Zambrano Carer are outlined within either: (i) regulation 16(5) of the Immigration (European Economic Area) Regulations 2016 (S.I. 2016/1052) ; or (ii) the definition of 'person with a Zambrano right to reside' within Annex 1 to Appendix EU of the Immigration Rules . 7. Although Zambrano Carers have no recourse to public funds, they are allowed to work in order to facilitate the primary care of the child or dependent. The children of Zambrano Carers will be eligible for a free place if their parents or carers (as defined in Home Office guidance) meet similar low level income requirements to others eligible to the scheme (e.g. a net income threshold of £15,400.)

☐ **Article 8 of European Convention on Human Rights** to children whose families have a right to be in the UK on grounds of private and family life under Article 8 ECHR with no recourse to public funds. These families are entitled to work and so to be eligible for a free place the parents or carers must also meet the low level income requirements of the scheme

☐ **Kids of those supported under S4 of the 1999 Act** children whose families receive support under section 4 of the 1999 Act because they are temporarily unable to leave the UK and would otherwise be destitute. As such, they satisfy the low income requirements to be eligible for the entitlement.

The parent/applicant has confirmed that they have parental responsibility for the child to whom this application relates and that the child resides with them. The parent/applicant has also confirmed that all information provided relating to this application is correct to the best of their knowledge and that this information can be shared for the benefit of their family

☐ The parent/applicant has been made aware of these conditions and has confirmed that they are true

Back
Continue

- 6.3 Please note: when selecting criteria, an evidence box will then be available. Please click to 'Add file' for any appropriate evidence by using the grey 'Browse' button. (Multiple files can be uploaded.)

☒ **Child has a disability** Is in receipt of Disability Living Allowance (DLA).

Please provide details to support your claim relating to the above criteria

Test Child-Two receives higher rate DLA

Please attach any additional evidence relating to the above criteria

+ Add file
Remove
H:\CYPD\PRIMARY EAR Browse...

- 6.4 Once the criteria is selected and evidence uploaded, please also ensure the terms and conditions tick box is highlighted before clicking the blue continue button.
- 6.5 This will bring you to the contact preferences screen. (Please be aware that dependent on the number of files uploaded, this may take longer than expected.) Select the preferred contact method and add any relevant further information in the box provided, before clicking continue.

### Preferred methods of contact

How would the applicant like to be contacted once we have reviewed their application.

Via Email ☒ Yes ☐

Via Provider ☐ No

A message will always be sent to you via your Provider Portal account when changes are made to this application.

You may add some information below to record a phone number or address at which to contact the applicant when you receive any notifications from the authority.

Please contact after 9.30am

Back
Continue

- 6.6 Please insert contact details as requested on the next screen.

### Applicants contact details

Please supply some information so that we can contact the applicant regarding any questions or updates relating to their application.

Telephone number \*

Email address \*

Back
Continue

- 6.7 The 'application submitted' screen will then be shown including the reference number. Please click 'finish' to return to the homepage.

### Application submitted

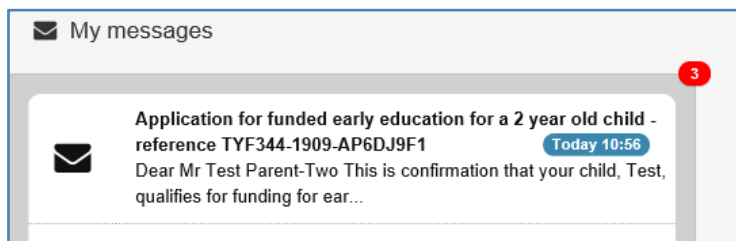
Your application for Test Child-Two has been submitted. The applicant will be notified of the result via whichever method of contact which they selected. You will also be notified of the result of your claim by a message to your provider portal account.

Application reference number for your information:  
TYF344-1909-AP6DJ9F1

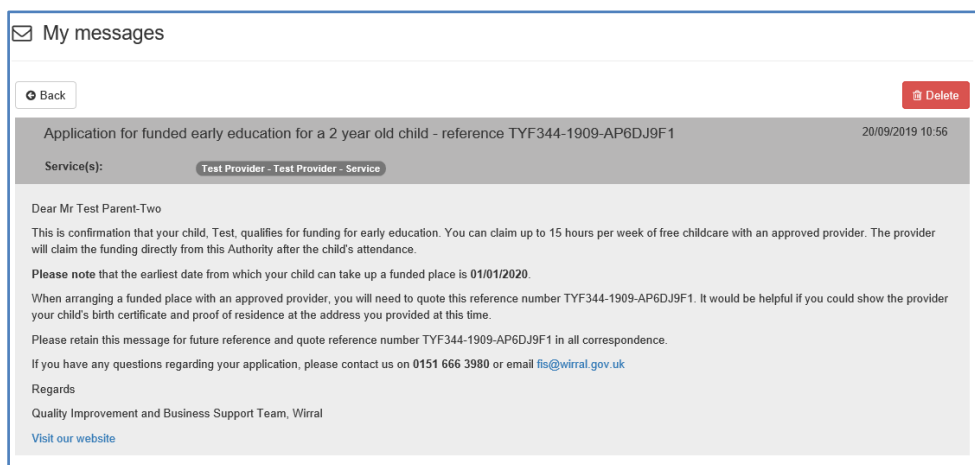
The application reference above will help us with enquiries - please store it somewhere safe. If you have any further enquiries about your application or would like to take any further action please contact us

Finish

- 6.8 Once a non-economic application has been reviewed by the Early Years Team, a message will appear in the 'messages inbox'. This can be accessed on the TYOF tile homepage, under 'My messages'.

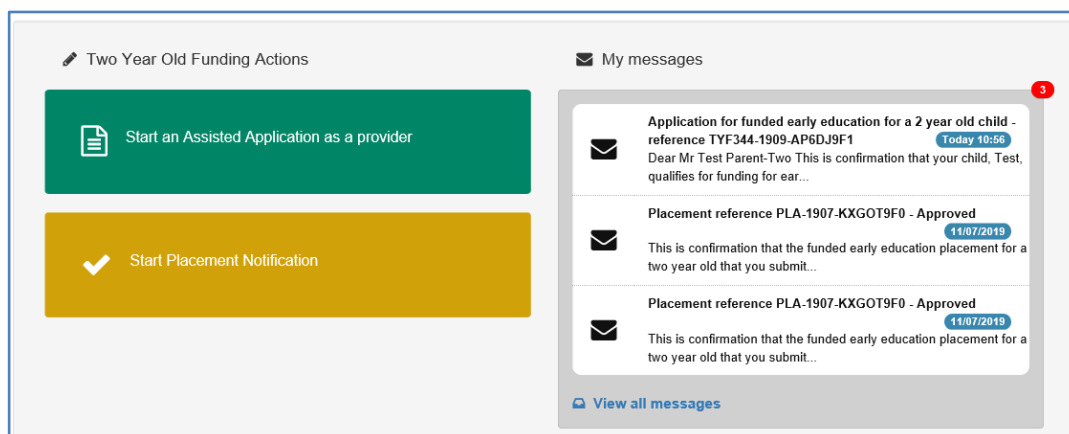


- 6.9 The message can be opened which will update you on the status of the application. The image shown below highlights a message when an application has been confirmed.



## 7. Placement Notification

- 7.1 *(Please note: this will not be relevant for school based providers.)* On the TYOF homepage, please select the 'Start Placement Notification' option.




- 7.2 This will open the 'Placement notification' screen shown below. Please insert the details including the TYOF application reference (please note: dashes must be included within the reference number.)


**Placement Notification**


You can notify the Local Authority of funded placements for 2 year old children using this facility.


This placement must relate to a child who is two years old at the start of the funding period in which the proposed placement commences, you will need to provide some details about the child and the Funded Early Education for Two Year Olds application reference number; these details will be validated against those entered when eligibility for early education for two year funding was assessed.


You may find it appropriate to see the child's birth certificate and proof of residence details necessary until you submit a request for funding

**Application Reference \*** 

**Date of Birth \*** 

**Start of placement \*** 

**Surname \*** 

**Forename** 

The Funded Early Education for Two Year Olds application reference number

- 7.3 This will highlight the 'Application Summary' screen. Please ensure the declaration tick box is selected before clicking the blue 'Agree and Continue' button.

**Application Summary**

Below are the details given by the applicant when they made their application for Funded Early Education for Two Year Olds, please use this information to confirm that the user made this application before proceeding. If the applicant has since moved address then you will get the opportunity to amend their address on the next page.

**Application's Details**

Application Reference	TYF344-1909-S0GXAWF9
Eligibility Date	01/01/2020

**Child's Details**

Forename	Test
Surname	Child
Child's Dob	20/09/2017
Postcode	CH42 3TD

**Applicant's Details**

Forename	Test
Surname	Parent

**Declaration**

☐ I am satisfied that the proposed funded placement relates to the child for whom this application was approved

- 7.4 Please then confirm address details by clicking the green 'Yes, it is correct' button.

**Address Confirmation**

**Child Details**

Name	Test Child
Gender	Male
Date of Birth	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD

Please confirm that the address shown above is the child's current address ?



- 7.5 This will then bring you to the placement date confirmation screen. Please check these details carefully and select the green 'Yes, it is correct' button.

Confirm Address At Placement Date

Child Details

Name	Test Child
Gender	Male
Date of Birth	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD

This LA will provide funded early education placements for children outside of its boundaries - for example where the provider's premises are close to a parent's place of work. Children's home addresses should always be confirmed before payment for funded hours can be claimed.

Is the current address expected to be that at which 'Test Child' will be resident on 01/01/2020?

Yes, It is correct No / don't know

- 7.6 The next screen will highlight placement service selection, Please select the correct service linked to your provision. Then click the blue continue button.

Placement Service Selection

Child Details

Name	Test Child
Gender	Male
Date of Birth	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD

Please identify the service from which the placement will be funded.

Provider \* Test Provider

Service \* ☒ Service

Quit Continue

- 7.7 This will bring you to the declaration screen. Please check the details and select the declaration tick box. Before clicking continue.

Placement Declaration

Child Details

Name	Test Child
Gender	Male
Date of Birth	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD

Placement Details

Service	Test Provider - Test Provider - Service
Placement Date	01/01/2020

Declaration

☐ I understand that I must confirm the full name, date of birth and home address of the child before I claim any funded hours. I also understand funding for the placement will only be available from the child's date of eligibility

Quit Continue

- 7.8 The will then show a placement summary screen including all details of the placement. *(Please note: You may not start claiming funded hours until you have received approval for this placement.)* Please click the green finish button to complete the process and bring you back the homepage.

**Placement Summary**

The notification for a funded early education placement for a two year old has been submitted for approval. You may not start claiming funded hours until you have received approval for this placement.

You will receive a message in your portal inbox when we have made our decision regarding this application.

You should discuss with the parents/carers of test whether funded placements have been taken up with other settings in order to confirm whether funding may need to be shared.

Placement Details	
Placement Reference	PLA-1909-N815WCF2
Service	Test Provider - Service
Placement Date	01/01/2020

Application's Details	
Application Reference	TYF344-1909-S0GXAWF9


Child's Details	
Name	test child
Child's Dob	20/09/2017
Address	Rock Ferry Library, 259 Old Chester Road, Birkenhead, CH42 3TD
Childs Eligibility Date	01/01/2020

Applicant's Details	
Name	Test Parent
Relationship to Child	Mother


[Finish](#)

- 7.9 Placement notification messages will appear on the homepage 'My messages' tab.

**Placement reference PLA-1907-KXGOT9F0 - Approved** 11/07/2019

 This is confirmation that the funded early education placement for a two year old that you submit...

**Placement reference PLA-1907-KXGOT9F0 - Approved** 11/07/2019

 This is confirmation that the funded early education placement for a two year old that you submit...

[View all messages](#)

## 8. Appendix 1 – Confirmation Text

---

Dear Miss Test Parent

This is confirmation that your child, Test, qualifies for funding for early education. You can claim up to 15 hours per week of free childcare with an approved provider. The provider will claim the funding directly from this Authority after the child's attendance.

**Please note** that the earliest date from which your child can take up a funded place is **01/01/2020**.

When arranging a funded place with an approved provider, you will need to quote this reference number TYF344-1909-S0GXAWF9. It would be helpful if you could show the provider your child's birth certificate and proof of residence at the address you provided at this time.

Please retain this message for future reference and quote reference number TYF344-1909-S0GXAWF9 in all correspondence.

If you have any questions regarding your application, please contact us on **0151 666 3980** or email [fis@wirral.gov.uk](mailto:fis@wirral.gov.uk)

Regards

Quality Improvement and Business Support Team, Wirral

[Visit our website](#)

Print