To register to update your childminding directory listing, the first step is to go to the [register for an account](#) form.
Register for an account

Here you will need to enter your contact email address and create a password.

When adding an email address, keep in mind that your registration confirmation request will be sent to it.

Make sure you have read the terms and conditions.

Now click ‘Register your account’.
Once you have clicked on register your account. You will need to activate your account.

The webpage to the right will appear on your screen. Do not close this page.

An email will have been sent to the email address that you entered on the registration form. It will contain an activation code which you will need to enter on the webpage on your screen.

Next step

• Go to your emails

• Find the email with the subject: Wokingham Services Directory Registration – Email Verification Required
The email will contain an activation code which you will need to enter onto the webpage that you still have open.

Dear Family Information Service FIS,

Thank you for registering and welcome to the Wokingham website.

Before you can sign in you must activate your account...

Copy the following activation code:

887182

(Hint: Double-clicking the code with your mouse will select it, then right-clicking with the mouse will allow you to copy it.)

Paste it into the "Enter activation code" field in the "Activate your account" page in your web browser.

(If you no longer have this web browser window open then you can visit the Sign in page and sign in with your account details. This will then allow you to activate your account).

Click/Press the "Activate account" button.
Once your account has been successfully activated you will be prompted to sign in.

If you have any problems with the Activation process or any other questions then please contact us at info.win@wokingham.gov.uk or via the Contact us page.
Now enter the activation code in the box and click the activate account button

Once you have done this you will be taken to the sign in webpage.
Now enter your email address along with the password that you create on registering with the directory and click the sign in button.
You will now see the page below, click on the update listing and a drop down menu will appear; select ‘dashboard’.
Once you have clicked on the Dashboard option you will see the page below.

Welcome back Family Information Service.

From here you can use the left hand menu to access all of the services available to you on the hub.
To update your listing details click on the provider updates link.

Complete/update your childminding Local Offer information (provision offered to children with additional needs).

Update your profile allows you to update your contact details for admin purposes only.
Updating your directory listing

Click update record to access your childminder listing.

Click here for a drop down menu
Any section with an asterisk * is a mandatory field.

You can quickly access any section of the page by clicking the links in the ‘edit your record’.

Some sections are already filled in, however you can change any of this information.
This is where you enter the contact details that will be published on the directory.

If you have your own website or childminding Facebook page you can add the address here.

Please include the http:// at the beginning of the website address.

For example:

http://www.wokingham.gov.uk

Or

https://www.facebook.com/wokinghamboroughcouncil
The last question in this section asks how you would like your address to be displayed on the directory.

We recommend that you hide your street level location.

Only the town or village where you live will show on the directory.

<table>
<thead>
<tr>
<th>How would you like your address details displayed on your listing?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please choose...</td>
</tr>
<tr>
<td>Hide street level location but show on maps</td>
</tr>
<tr>
<td>Hide street level location and don’t show on maps</td>
</tr>
<tr>
<td>Hide full location and don’t show on maps</td>
</tr>
<tr>
<td>Hide completely from public website</td>
</tr>
<tr>
<td>Admin access only, never on website</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Venue Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Venue Name</strong></td>
</tr>
<tr>
<td>Civic Offices</td>
</tr>
<tr>
<td><strong>House name / number</strong></td>
</tr>
<tr>
<td>Please enter House name / number</td>
</tr>
<tr>
<td><strong>Street</strong></td>
</tr>
<tr>
<td>Shute End</td>
</tr>
<tr>
<td><strong>Village</strong></td>
</tr>
<tr>
<td>Please enter Village</td>
</tr>
<tr>
<td><strong>Town / City</strong></td>
</tr>
<tr>
<td>Wokingham</td>
</tr>
<tr>
<td><strong>County</strong></td>
</tr>
<tr>
<td>Please enter County</td>
</tr>
<tr>
<td><strong>Venue Postcode</strong></td>
</tr>
<tr>
<td>RG40 1BN</td>
</tr>
</tbody>
</table>

How would you like your address details displayed on your listing? Please choose...
Here you can enter your childcare opening hours. Just use the box to free type them.

To ensure consistency on the directory, use the 12 hour clock format.

If there is any other information you want to add about your childcare times, you can also add it here.

<table>
<thead>
<tr>
<th>Date &amp; Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please provide a brief sentence on when your service/activity takes place or is open, such as: 'Open Monday to Friday from 9am until 6pm' or 'Tuesday evenings from 7pm -9pm' or 'Wednesday, 11th April 2015'.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Opening Times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday to Friday, 8am until 5.30pm</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Time of Day</th>
<th>None selected</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Session Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Please enter session information</td>
</tr>
</tbody>
</table>
In this section you can enter your costs. You can also add any additional information about your costs.

You can indicate whether or not you accept childcare vouchers and display any concessions or discounts, for example sibling discount, by choosing from a list.
Some of the fields on the form are not relevant to you as a childminder for example ‘Referral Procedure’. You can leave these fields blank and move onto another question.
If you want to add information about how users of your service can make a compliment, complaint or comment about your service you can do so here.

You have the option to upload a document, free type how a person can do this or add a website link.
Here you can add whether you are a member of PACEY, or any training you have undertaken.

You can also select any additional needs you can provide support for, such as Autism, hearing impairment, English as an additional language under the drop down menu ‘Supporting people with’.

Parents can use these options to help them search the directory for a suitable childminder.

In the keywords box you can enter common terms that parents use to search for childminders. We also recommend that you put your town/village and the first part of your postcode, to aid with searches.
Under the childcare specifics section you can include details of your:

Current vacancies, in the various age groups. Just type into the boxes.

Add extra lines by clicking on the ‘Add further vacancies’ button.

You can also add any additional vacancy information in the text box.

**School pickups**
Here you can detail the schools, nurseries and pre schools you drop off or pick up from, choosing from a drop down list.

Parents can use these options to help them search the directory for a suitable childminder.
Support and provision you offer as a childminder

You can add information about your provision for dietary, cultural and additional needs.

You can also indicate any experience you have in caring for children with additional needs, by choosing from a list.
Contact us

If you have any comment, feedback or would like a member of the team to contact you. Please use our feedback box.

Family Information Service

Email: info.families@wokingham.gov.uk

Tel: 0118 908 8466
Once you are happy with the information in your listing, tick the box confirming the information is correct, then click ‘Save Record’

If you do not update your listing for 6 months, you will receive a reminder email from us asking you to update. If none of your information has changed, all you have to do is log in and tick box and click ‘Save Record’.
Clicking ‘Save Record’ directs you back to your dashboard. You will see a message advising that your listing has been saved. Your listing is now queued for a moderation by the Family Information Service.

A member of the team will review and approve your updates. This takes no longer than 3 working days. While your listing is queued, we recommend that you don’t make any further changes until it has been moderated.
Local Offer

The Local Offer is part of the reforms that are happening as a result of the new Children & Families Act 2014.

The Local Offer contains information about support available in Wokingham Borough for children, young people with SEND and their families.

The SEND Code of Practice states childcare must be included as part of the Local Offer.
The Local Offer form contains 11 questions which relate to the support your childminding service offers to children with additional needs and their families.

<table>
<thead>
<tr>
<th>Question</th>
<th>Question</th>
</tr>
</thead>
<tbody>
<tr>
<td>How does the childminder identify children with additional needs or SEND?</td>
<td>How will the childminder inform / include me about the ways in which my child is being supported?</td>
</tr>
<tr>
<td>How will the childminder adapt the Early Years Foundation Stage curriculum for my child’s needs?</td>
<td>What additional support does the childminder provide for children with additional needs or SEND?</td>
</tr>
<tr>
<td>How will the childminder monitor my child’s progress and how will I be involved in this?</td>
<td>How does the childminder ensure children with additional needs or SEND can be included in the same activities as other children, including trips?</td>
</tr>
<tr>
<td>How accessible is the childminder’s home for children with mobility difficulties / wheelchair users?</td>
<td>How will the childminder contribute to my child’s transition to a new setting or school?</td>
</tr>
<tr>
<td>How does the childminder assess the overall effectiveness of its SEN provision and how can parents / carers take part in this evaluation?</td>
<td>What should I do if I am considering registering for a place with this childminder?</td>
</tr>
<tr>
<td>What arrangements does the childminder have for feedback from parents / carers, including compliments and complaints?</td>
<td></td>
</tr>
</tbody>
</table>
Local Offer Provider Forms

Click on the link to access the form

Type directly onto the form

Why not use bullet points. They help to make what you’re saying more clear

Breaking up blocks of text into tidy chunks so the reader can take in what you’re saying.
11. What arrangements does the childminder have for feedback from parents /
carers, including compliments and complaints?

- A complaints procedure which will encourage you to discuss any concerns with the child minder initially but
  with opportunity to complain to Ofsted if the situation cannot be resolved.
- A complaints log
- A compliments book
- A questionnaire given to parents on an annual basis
- A suggestions box

Whilst completing this form, it is advisable to regular
click on the ‘Save Local Offer’ button.
Thank you for taking the time to complete your childminding service directory listing and Local Offer form.

You will be able to access your listing at anytime by going to the sign in page on the Wokingham Borough Council’s website.

We would request that you maintain your listing on a regular basis and ensure that the contents is reviewed every 6 months.

By doing this it will make sure that the information provided to parents is accurate.

Kind regards

Family Information Service

Email:  info.families@wokingham.gov.uk     Tel: 0118 908 8466