



Early Years Child Development App

Further Information

For: Health Visitors, Health Visitor Managers and Administrators

This help guide will give you information on:

- + Overall process (pg 1-2)
- + Help for parents/carers (pg 2)
- + Logging technical issues and work requests with the IT Service Desk (pg 3)
- + Information Governance information (pg 4)
- + Opt out policy (pg 5)

Overall process

- A **bulk upload** of child profile data will be copied from Child Health to Early Years, for children aged 0 - 2.5 years.
- After go-live **team administrators will need to create new child profiles in Early Years for new births** which occurred after the bulk upload took place, plus any moves in to the team.

N.B in late summer Early Years will be integrated with a midwifery system so the new birth details will be pulled through to Early Years automatically.
- Once the child profile is created, **health practitioners can access the child profile data and complete assessment forms** (even though the parent/carer doesn't yet have access to Early Years themselves)
- To enable the Carer to create their Early Years account, **a health practitioner needs to contact the Carer and ask them to confirm their email address and mobile phone number**. The health practitioner needs to add the details to Early Years and select a checkbox to confirm the contact details are correct. This triggers an email and text message to the Carer containing a link to create their account.

From go-live Health Visitors will need to incorporate this step into the new birth/primary visits. Your managers will decide who will carry out this task for older children.

In the 'Managing Child Profiles' help guide please read the section entitled 'Confirm Carer contact details to enable account creation' (pg 19-21). This gives step by step instructions and a suggested script to use if you're ringing Carers to confirm their details.

- When the **Carer creates their account** and logs in to the Early Years application, they can then view their child's profile data **and complete the assessment forms** when required. They will receive an email asking them to complete an assessment form and when they submit the form it will be sent through to the Health Visitor for review.
 - Because of reduced resources due to Covid-19, interim report functionality has been added to Early Years. Health practitioners can **run reports** to show which children have/haven't met the required level for their age (according to the assessment form scores) and which Carers haven't completed the assessment forms. You can focus your time and resources into scheduling appointments/follow up action with the children who need the most support.
 - You will **schedule your appointments** in the same way you do now and hold them in whatever format is most appropriate (face to face/video call/phone call).
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Help for parents/carers

- There's a leaflet which you can give to parents/carers if desired which gives an overview of the change to the Early Years application. This can be downloaded on the 'Help – Carers' section of the web page <https://earlyyearshelp.greatermanchester.org.uk/help-carers.html>
- The leaflet contains a link to the web page where parent/carers can view more information on Early Years and the privacy policy etc. <https://earlyyearshelp.greatermanchester.org.uk>

Logging technical issues and work requests with the IT Service Desk

- If you encounter any technical difficulties logging on or using the application please contact your local IT service desk. If they can't resolve the issue themselves it will be escalated to the Level 2 Service Desk and then the relevant suppliers.

 - You will also need to raise a request with your local IT Service Desk if you need to:
 - Create profiles for new staff members to get them access to Early Years (Please see Administrator and Health Visitor Manager help guides for details on what information needs to be provided)

 - Change a child's locality (if they're moving to a new locality who also uses Early Years) (Please see the 'Managing Child Profiles' help guide with details on this)

 - Create a new team; edit a team name/office details or change the team manager assigned to a team (Please see Administrator and Health Visitor Manager help guides for details on how to do this)

 - If you wish to provide any general feedback from your experience of using the app, or if you have any additional training requirements, please send an email to EarlyYearsAppSupport@greatermanchester-ca.gov.uk
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Information governance

- In 2018 changes were made to the General Data Protection Regulations (GDPR) to modernise laws that protect the personal information of individuals. These laws enhance people's information rights, such as the right to be informed about how you will use their personal data. They also set a higher bar for consent, which means that it is not a suitable basis for processing carers' personal data because they would not be able to withdraw it and still receive care for their children through the Early Years app. Instead, as a public authority with a duty to provide care, we have chosen another lawful basis to process their data, which is known as 'public task'.
 - Under the Common Law Duty of Confidentiality, you do not have to explicitly ask carers for consent to hold and share their data for the purposes of their children's direct care, if it's reasonable to assume that they understand you need to do so to provide this care.
 - Even though you don't need to ask for consent to process carers' personal data on the Early Years app, you should always take the opportunity to talk to them about their information rights when collecting it. If you or your families have any queries about how personal data will be processed in the Early Years app, please speak to your local IG practitioner. They can also visit the ICO's 'Your Data Matters' page at <https://ico.org.uk/your-data-matters/> for more information about their information rights.
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Opt out policy

- Not all parents/carers will be able to access Early Years and complete the forms digitally. The exceptions will include parents/carers who don't have suitable technology/connectivity or don't speak sufficient English.
- In these circumstances it will be necessary for carers to revert to using paper forms. Speak to your Health Visitor Manager to check if it's ok to revert to the paper process.
- Health practitioners are advised to enter as much data as they can into Early Years and wherever possible transfer the content of the paper forms to the digital forms. This creates a full digital profile for the child and helps to obtain the benefits the Early Years application brings.

Please remember that even if the carer is unable to complete the digital assessment forms themselves, health practitioners can still complete the forms from within the child's profile.
