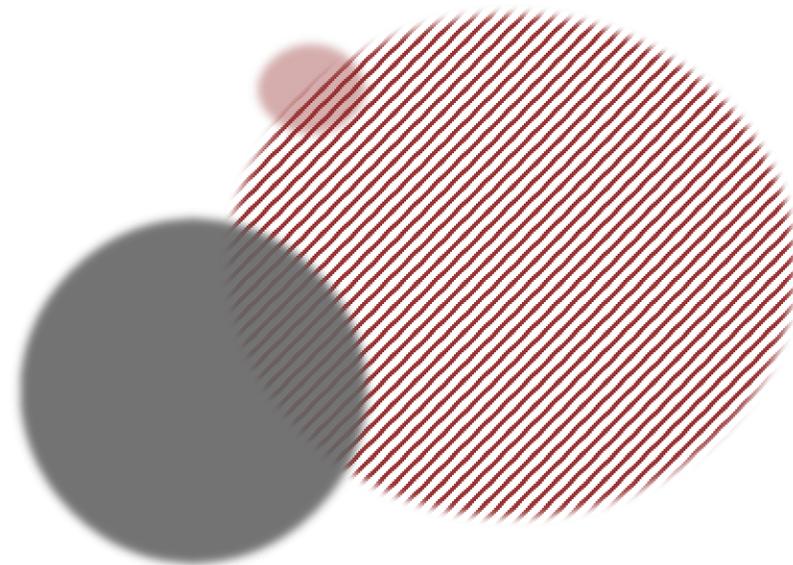
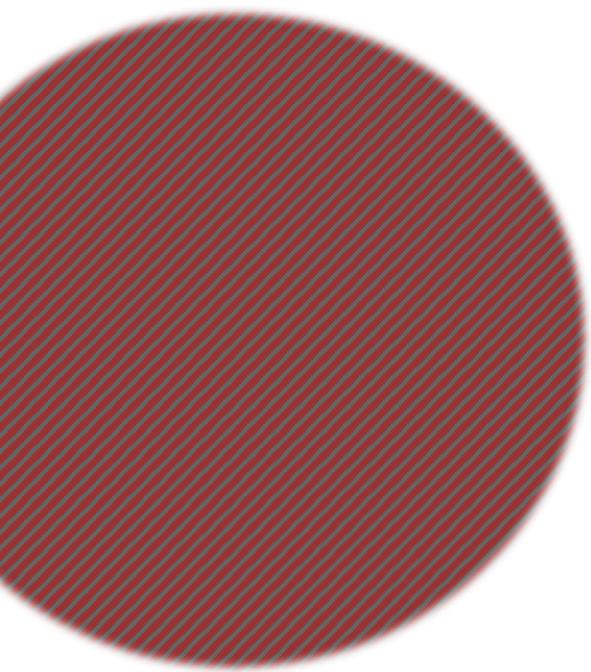


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# Annual Early Years Service Profile 2019-2020

Frequently Asked Questions



Section of Service Profile	Issue/question	Response
<b>General</b>	Do I need to complete a service profile?	<p>The Annual Early Years Service Profile is a primary data source on the early years sector for the Department of Children and Youth Affairs. While it is not mandatory for services to complete the survey, the data provided by services is a very important evidence used for planning, policy and decision-making by the DCYA and other stakeholders, like CCCs.</p> <p><b>This year's survey in particular will help Government understand the impact of COVID-19 on the early years sector. It will also inform essential policy, planning and investment in the months ahead.</b></p> <p>Investing your time in this survey ensures that your voice and the voice of other early years services is heard and counted at a policy level. It's the only source of comprehensive data on the cost and availability of childcare and the staff working in the early years sector. It provides evidence on the main issues faced by the sector, such as staff pay and shortages. In order for the Government to address this at a policy level, it is vital that they have accurate, up to date data from services on the ground.</p>
<b>General</b>	<p>My service is <b>currently closed due to the COVID-19 pandemic.</b></p> <p>Should I still complete a service profile?</p>	<p>Now more than ever, it is important that Government have accurate and recent data on the early years sector in Ireland. This is essential for future policy development as well as short-term emergency planning.</p> <p>The evidence collected by this survey will also help Government understand the impact of the COVID-19 pandemic on the sector as a whole (i.e. by providing 'baseline', pre-COVID data against which future surveys can be compared). This is why we are asking services to <b>report on how the service was operating prior to the closure of childcare services on March 12<sup>th</sup>.</b></p>

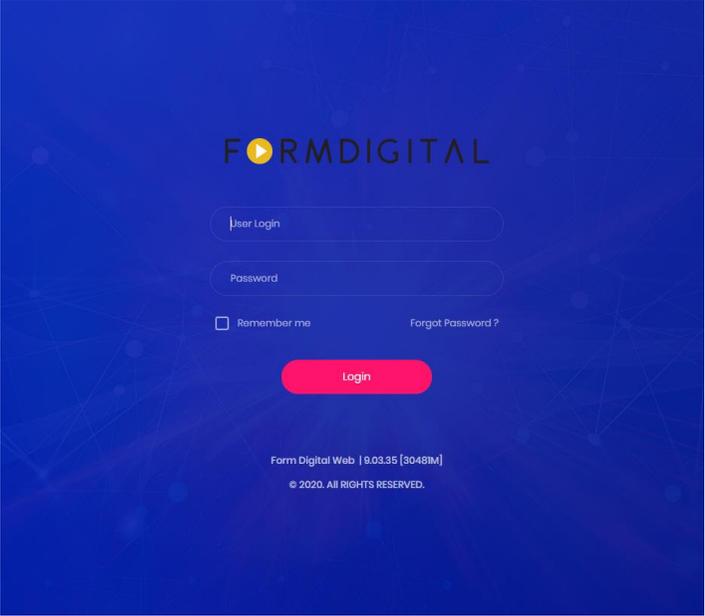
Section of Service Profile	Issue/question	Response
<b>General</b>	<p>Some of the <b>information about my service has changed as a result of COVID-19</b> (e.g. staff numbers, attendance rates or fees).</p> <p>How should I fill out these sections?</p>	<p>The service profile covers the period up to the Government-instructed shutdown of ELC/SAC services on March 12<sup>th</sup>.</p> <p>Responses should therefore reflect how your service was operating before this date. This includes capacity and attendance figures as well as those related to staff, disability and inclusion and fees.</p> <p>For example, if you provided a service for 62 children prior to the closures, but may need to reopen on a reduced capacity, you should enter a total of 62 children into the capacity section.</p>
<b>General</b>	<p>We are a special service, e.g. <b>Women's Refuge or we only offer Breakfast club or Afterschool.</b></p> <p><b>Do we have to submit a service profile?</b></p>	<p>It is critical that all types of early years services complete their service profile, and particularly those working with vulnerable families.</p> <p>This is to ensure data and policy reflect the reality of all services providing childcare in Ireland.</p>

Section of Service Profile	Issue/question	Response
<p><b>General</b></p>	<p>I manage a <b>group organisation / facility with multiple services.</b></p> <p>How do I complete <b>multiple service profiles?</b></p>	<p>One service profile should be completed for each service (i.e. one per DCYA Reference number). Each service has their own unique survey link, which can be accessed through their PIP/EYP profile.</p> <p>For group organisations or facilities with multiple services, please note that you cannot open or complete multiple service profiles at the same time. If you do, you may encounter problems saving or see the following error message:</p> <div style="text-align: center;">  <p><b>Loading Failure</b></p> <p>The form could not be loaded, please try again.</p> <p><input type="button" value="OK"/></p> </div> <p>If you do need to work on more than one survey at a time, please ensure you have saved and exited one survey before opening the other.</p>

Section of Service Profile	Issue/question	Response
<b>General</b>	<p>I opened up my survey through the appropriate link but the <b>details are incorrect</b> (e.g. the DCYA Reference, service name or service type is wrong).</p> <p>What do I do?</p>	<p>Please check that the DCYA Ref. and the name of your facility are correct before you start completing the form. If these details are not correct please contact <a href="mailto:EYPC@pobal.ie">EYPC@pobal.ie</a>.</p>
<b>General</b>	<p>I started my survey but I don't have all of the information to hand.</p> <p><b>Can I complete the survey in more than one sitting?</b></p>	<p>Yes. The survey will automatically save as you work so you can return to it later.</p> <p>To save and exit the survey, you can either close the browser window or click the '<b><u>Save and exit</u></b>' icon at the top of the page:</p> <div data-bbox="1061 935 1173 1015" style="text-align: center;">  </div> <p>You can reopen it by clicking back into the link on the service PIP / EYP portal homepage.</p>

Section of Service Profile	Issue/question	Response
<p><b>General</b></p>	<p>I have concerns about data protection and completing data for staff and children on the survey.</p>	<p>Pobal follows very strict guidance on collecting and sharing personal data under GDPR. This is the reason why, for instance, we do not ask for staff names or more specific information on age or other identifiers for staff working in early years services.</p> <p>Once the survey closes, Pobal takes additional steps to anonymise data and ensure that individual services, staff and children cannot be identified in any way.</p> <p>The complete survey data is securely shared with the Department of Children and Youth Affairs for policy and planning purposes. This data contains some personal and identifiable information (the service name) but all other personal information is removed.</p> <p>Summary data is made available to other Government Departments, statutory agencies, Better Start, City/County Childcare Committees and Local Authorities. <b>Pobal does not share personal or identifiable data with any of these organisations.</b></p> <p>As you're well aware, the current staff shortage is also an issue of concern across the early years sector. The DCYA are aware that pay and working conditions in the sector are critical factors for the high staff turnover rate across the sector. In order for the Government to address this at a policy level, it is vital that they have accurate, recent data on staffing levels, wages and qualifications. This is particularly important in light of COVID-19 impacts.</p>

Section of Service Profile	Issue/question	Response
<b>General</b>	<p>I need to change my submission/forgot to include some information/I made a mistake.</p> <p><b>Can my survey be put back to draft? Or can you change it for me?</b></p>	<p>No. Unfortunately, once submitted, it is not possible to put the service profile back to draft.</p> <p>Don't worry if you forgot to include some information/made a mistake. Please email us at <a href="mailto:EYPC@pobal.ie">EYPC@pobal.ie</a> with the corrected information as soon as you can.</p>
<b>General</b>	<p>I can't complete one of the sections in one sitting but I am unable to move to the next section without getting an error message.</p> <p><b>How do I exit a section if it is not complete?</b></p>	<p>To move between sections without completing them, simply hit the '<b><u>Sections list</u></b>' icon at the top of the page.</p>  <p>This will bring you back to the main menu where you can navigate to any other section.</p> <p>Note: you will not be able to submit the survey until all questions have been answered.</p>
<b>General</b>	<p>I saved and exited the survey and was brought to a <b>blue login screen</b>.</p> <p>It's asking for a username and password but I don't have one. <b>How do I get back into my survey?</b></p>	<p>If you hit either the '<b><u>Save and exit</u></b>' icon or select the '<b><u>Save as draft</u></b>' option after trying to submit an incomplete form, you will be brought to this screen:</p>

Section of Service Profile	Issue/question	Response
		 <p>This is the system homepage and is where you will be redirected when you exit the survey. You do not need to enter in login details and are free to close this page.</p> <p>To reopen your survey, click into the link on the service PIP / EYP portal homepage.</p>

Section of Service Profile	Issue/question	Response
<b>Service details</b>	My service is wheelchair accessible, but what are the requirements under the Disability Act 2005:	<p>The Disability Act 2005 was designed to advance the participation of people with disabilities in everyday life.</p> <p>The National Disability Authority provide some broad information about legislation and regulations on access to buildings for people with disabilities.</p> <p>You can find more information in this link: <a href="http://universaldesign.ie/What-is-Universal-Design/Policy-and-Legislation/">http://universaldesign.ie/What-is-Universal-Design/Policy-and-Legislation/</a></p>
<b>Capacity &amp; Attendance</b>	What is <b>full day care</b> ?	<p>Full day care refers to any service that offers childcare places for a <b>full day</b> for 1 – 5 days (inclusive) a week.</p> <p>We appreciate not all children availing of full day care will attend for the full 5 days. In these cases, please calculate what their weekly fee would be if they attended for all 5 days a week.</p> <p><b>Note: Refer to example on page 15 in the Guidelines.</b>  <i>Example: A child attending for two full days a week may be counted <b>once</b> under full day care. Another child attending for five full days a week may also be counted <b>once</b> under full day care.</i></p>
<b>Capacity &amp; Attendance</b>	What is <b>sessional a.m. or sessional p.m.</b> ?	A sessional a.m. or sessional p.m. service is any service offering childcare places for children who spend a morning <b>or</b> an afternoon in that service for 1 - 5 days (inclusive) per week.
<b>Capacity &amp; Attendance</b>	What is <b>part-time care</b> ?	A part-time care service is any service offering childcare places for children who spend less than a full day and more than a session in that service for either 1-5 days per week.

Section of Service Profile	Issue/question	Response
		<p><b>Note:</b> If a service has questions about part-time care, always make the distinction between part-time and sessional a.m./p.m. services. If the service still has questions, please escalate to June Simmons or Aoife Cartwright.</p>
<p><b>Capacity &amp; Attendance</b></p>	<p><b>A child in my service is here for almost a full day when they attend a number of services</b> (e.g. breakfast club, ECCE service and part-time care).</p> <p><b>Should I count them under full day care?</b></p>	<p>The table asking for numbers of children by <b>service type</b> is seeking data on the number of children who attend each type of service.</p> <p>Therefore, if you have a child in your service who participates / attends a combination of services, <b>they must be counted under each of these services</b> - even if that means they spend almost a full day in your service each day. In your case, the same child should be counted under breakfast club, sessional a.m./p.m. and part-time care. The number of hours a child actually spends in your service does not apply to this table.</p> <p>Full day care is a specific service and is not a combination of services. If you have a service that is open for a full day (rather than a half day), a child should only be counted under full day care if they occupy a place that entitles them to spend the whole day in your service from the time your service opens in the morning to the time it closes in the evening.</p> <p>A child can be counted under full day care if he/she is registered for between 1 full day and 5 full days (inclusive) a week.</p>
<p><b>Capacity &amp; Attendance</b></p>	<p><b>The capacity table by age range has two rows for children aged 4-5 and 5-6.</b></p> <p>How do I complete this table?</p>	<p>As children can attend school from the age of 4, this table has separate rows for <b><u>schoolgoing</u></b> and <b><u>non-schoolgoing children</u></b>.</p> <p>There are therefore two rows for each age group (4-5 years and 5-6 years). Any children who are attending school should be entered into the <b><u>schoolgoing</u></b> row for that age category.</p>

Section of Service Profile	Issue/question	Response
		As all children aged 6+ are required to attend school, there is only one row for this age group.
<p><b>Capacity &amp; Attendance</b></p>	<p><b>I provide a service for children aged 4-5 and 5-6 but I can't fill in the weekly fee table for this age group.</b></p> <p>What do I do?</p>	<p>The weekly fees table collects information for <b><u>non-schoolgoing children only</u></b>.</p> <p>You will therefore only be able to enter fees data for these age groups if you selected 'Yes' to providing '<b>Full day care</b>', '<b>Part-time care</b>' or '<b>Sessional</b>' for <b><u>non-schoolgoing</u></b> children aged 4-5 and/or 5-6.</p> <p>School-aged childcare fees are collected elsewhere in the survey.</p>
<p><b>Capacity &amp; Attendance</b></p>	<p><b>I provide an afterschool / breakfast club / drop-in service but I can't fill in the weekly fee table / it's greyed out.</b></p> <p>What do I do?</p>	<p>If you only offer a '<b>School age childcare (afterschool)</b>' / '<b>Breakfast club</b>' / '<b>Drop-in</b>' service, it is not necessary to input anything in the weekly fee table.</p> <p>Only services that offer a '<b>Full day care</b>', '<b>Part-time care</b>' or '<b>Sessional</b>' service need to enter details in this table.</p> <p><b>Note: Breakfast club and 'Drop-in' should not be considered as sessional services.</b> And School-aged childcare (after-school) fees are collected elsewhere in the survey (under <b>Service Details</b>)</p>
<p><b>Capacity &amp; Attendance</b></p>	<p><b>I have entered a fee of €'0' in all cells of the weekly fee table, but it is giving me an error message and I can't submit.</b></p>	<p>If you provide a '<b>Full day care</b>', '<b>Part-time care</b>' or '<b>Sessional</b>' services you must enter a fee figure between 1-600 for the age ranges and service types you provide in your service.</p> <p>You will only be able to provide fee figures for the services types and age ranges selected in the previous tables (i.e., those you have said '<b>Yes</b>' to in the two preceding tables: <b>Numbers by service type</b> and <b>Numbers by age range</b>).</p>

Section of Service Profile	Issue/question	Response
		<p><b>Note: In the event that a field opens up for a service type/age range combination you do not provide, please enter a '1' into this field.</b></p>
<p><b>Capacity &amp; Attendance</b></p>	<p><b>We don't charge an hourly fee for afterschool.</b> We charge a half day/daily/weekly/monthly fee.</p>	<p>We understand that services have different approaches for charging for afterschool.</p> <p>We suggest that you divide the fee charged by the number of hours that the afterschool operates for.</p> <p><i>Example:</i> Your service operates an afterschool for 15 hours a week and charges a weekly fee of €45.</p> <p>The hourly rate is €3 an hour (€45÷15).</p>
<p><b>Managers</b></p>	<p>I am a <b>Manager / Owner</b> who <b>also works directly with children.</b></p> <p>Should I add myself to the Managers or Staff section?</p>	<p>You should add yourself as a manager but be sure to select '<b>Yes</b>' to the question '<b><i>Does this manager also work directly with children?</i></b>'.</p>
<p><b>Managers / Staff</b></p>	<p>I entered in <b>too many managers/staff</b> and want to delete one but I'm getting an <b>error message.</b></p> <p>What should I do?</p>	<p>If you have entered too many staff members in any of the staff sections, simply return to the count of staff and reduce the number down to the correct amount.</p> <p><b>Please note that you cannot delete a staff member from this section once answers have been provided. If you do try to reduce the number of staff in any of the individual staff sections after filling out some of the questions, you will see the following error message:</b></p>

Section of Service Profile	Issue/question	Response
		 <p data-bbox="1227 475 1487 512"><b>Cannot reduce!</b></p> <p data-bbox="1066 528 1648 587">We can only reduce the number entries to 3 instead of 2 due to answers already provided.</p>  <p data-bbox="1050 746 2040 810">If you have incorrectly added a manager or staff member and need to delete them, please contact us at <a href="mailto:EYPC@pobal.ie">EYPC@pobal.ie</a>.</p>
<b>Staff</b>	What is a signed <b>Grandfather Declaration</b> ?	<p data-bbox="1050 823 1980 887">As of the end of 2016, all staff are required to have a minimum relevant qualification of Level 5 on the NFQ.</p> <p data-bbox="1050 943 1991 1038">The exception to this rule is where a staff member signs a 'Grandfather Declaration', which states their intention to retire or resign before the 1st September 2021.</p>
<b>Staff</b>	<b>I have completed the staff section</b> but it is saying that there are missing sections. <b>I can't see any field that has not been completed.</b>	<p data-bbox="1050 1078 2040 1257">A red asterisk will appear next to any staff member with missing or incorrect data. To find the missing or incomplete questions, scroll down through each staff member's section and look for those with a red asterisk next to them. Once all of the questions have been completed for each staff member, you can progress to the next section.</p>