

EYES

New Establishment Portal FAQ questions

Following the training session on the establishment portal, we have gathered your questions from the sessions and provided feedback to these queries on this document.

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General Portal Questions

How do we register users for the portal ahead of the Go-Live in August?

Please add your staff who will need access to the Portal here:

<https://forms.office.com/e/iZi2a4XsZW>

Please fill out all the details and they will be pre-authorised for access ready to use from 18th August.

There is an onus being shifted from the local authority to schools to do the admin for admissions, applications and suspensions. Are the relevant teams still going to be available to support?

The processes that are required within the new portal are the same processes which are being currently completed by schools, only in a different way to streamline referrals to LBH which will save time on school resources overall. This new portal will provide a clearer picture for establishments within the borough of the work being completed with LBH. For Admissions, you will be able to see from the dashboard the work that is being done and an active view of the in-year and new starters acceptance/wait lists. For the referrals, the forms are simpler and will progress straight to the relevant team within LBH for LA staff to pick up and process. The LBH teams will still be able to provide the same level of support as required, and we will also be providing schools with the recording of the training and in-depth guidance of the processes to assist you when we go-live.

Are we not use the LEAP forms any longer?

As of the Go-Live (18th August) you will not need to use the LEAP forms, all the processes being show will need to go through the new portal. All information on LEAP will be updated to reflect this, so applications cannot be made through the existing process in error. Links to current forms will be updated with links to the new portal.

When is the new system going LIVE?

We are going LIVE on 18th August. 2025. All our platforms (LEAP/Council website) will be updated to reflect the new systems to be used by establishments and parent/carers from this date onwards.

Do existing logins for Portals get carried over to the new Establishment Portal?

No, you will need to re-register for the new portal the first time you use this. If you have provided your details on the access request form, you will already be pre-authorised to use the system.

Can we set up 2 accounts on the same establishment? so 2 people can manage the account?

Yes, but the users would need to have separate email address and have two separate accounts to manage their own work and ensure they receive a code to login to the portal.

Will we have any support using the new system?

Yes, we will be providing guidance on the process for Early Years and Referrals and also the Admissions process (in the event you need to help a parent/carer with this). This will be provided alongside a recording of a demonstration for everything that you can do via the new portal system. This will all be uploaded to LEAP shortly.

Is there a different code every time we want to enter the portal or is it the same one every time?

Yes, it will be a different code every time you wish to access the portal. This is an extra level of security to ensure that it is you trying to access the system.

Early Years

Does this new Portal replace the existing FIS portal?

Yes, this new portal will replace the existing portals and systems for Early Years. You will continue using the existing process until 18th August. The data up to then will be carried over into our new system.

Will any of the information for the current term be pulled through from current MIS or FIS portals or do we have to manually add them all?

Yes, the data will be pulled through, as we are migrating our existing data over from Hillingdon Councils existing systems, so you don't have to repeat for this term.

If we add our September intake to the current FIS system to carry out eligibility checks, will they pull through into this new system when it goes live in August?

We will be contacting settings shortly to confirm how the Autumn term funding will work.

What is the maximum weekly hours that we can claim for the child for 15 hours all year round?

This will depend on how many weeks per year your setting is open. If you contact fis@hillingdon.gov.uk we can confirm.

Will the funding declaration forms still be required?

Yes, these will still be required and part of the process.

Does this mean every child's details need to be put onto this new system?

Not if they have attended this term, as this data will be carried forward. If they receive an early years funded place for the first time in the Autumn term, you need to enter their details, as you would do with the current portal.

Do we input 15hour and 30hour attendance children?

Yes, every child needs to be registered through the new portal.

Do all children that attends our EY setting needs to be on the portal?

Yes, if they are eligible for an early year funded place.

Regarding the Establishment Portal Users form on LEAP, does the Early Years access relate to adding /editing Early Years children that we would have previously added to the FIS portal?

Yes and editing the record for your setting on the Family Information Directory website.

Lots of the Early Years information being asked on the portal is already on SIMS. Can this be pulled across?

No, as this database does checks that are additional to what SIMS can do.

Is the EYES system compatible with Arbor too?

It has the same issue as described with SIMS above, the EYES system now does additional checks which cannot be done in SIMS/Arbor.

Is any historical data going to be transferred?

Yes, we have completed a migration with the new system, and we will be keeping all relevant historic data in line with GPDR.

Will we see the Summary for payments?

There is a screen that will show the total amount of funding paid each term.

Can we submit our current children on the old system before the summer and then add new children onto the new portal system? Also how early do parents need to renew their code?

We will not do this as we think it would be better to ask for individual children's claims to be submitted, once the new portal is live to avoid any issues with the data (duplicates etc).

Will we be adding the parents date of births, as currently we only add the NI number?

We would need this for everything, other than three and four year olds receiving just the Universal 15 hours.

Can you edit after submission?

Yes, if it is within the headcount period. You would update information on the Live Register and then resubmit the headcount.

Will the data have to match termly census?

Yes, for any child who is present in census week.

Do we need to submit the reports termly like we did to FIS?

We will write out with deadlines for the submission of funding claims next term.

Will we be able to access the current system?

Once we go LIVE with the new system, you will not have access to the old system. We will be migrating over the last seven years' worth for the funding claims so you shouldn't need the old system at this point.

Admissions

Are individual schools expected to apply for school places on behalf of parents?

No, in the majority of cases, parents will apply for their Child's school place. However, there might be a rare situation where an establishment assists a parent/carer with their application. For example, if the parent is struggling or English isn't their first language, or they don't have access to the internet.

When looking for preferences will the system only show the closest schools, or all the schools in the borough? What if the parents don't want the closest school?

It shows the closest school as default. But you can search a different postcode/manual search a school if there is a preference. The parents will use a different portal (parent portal for their applications).

Can you save the form as a draft and return to it later?

Yes. At the bottom of each page on the form is a "save" button. If you click this, it will save for you, and you can return when you like.

Will the applications dashboard show only our applications, or all applications made?

You will see all applications within the dashboard, once the Admissions team have uploaded the required information. So, you will have an overview of the area, but the Admissions team will need time to action this so might not be instant.

If your school is an academy, in-year, waiting lists will not be available?

Parents/carers will not be able to view this information. This information will not be accessible to them. Parents will need to contact the schools directly to obtain this information.

Will this replace having to complete the LEAP starter and leaver forms?

Yes, as all of this will now be completed through the new portal as shown in the training/recording. LEAP will be updated to reflect the new portal rather than the existing form.

Will the establishments still be getting PAN in every week or do we need to log in and do we do the offers?

Currently, we receive spreadsheets from our secondary schools monthly (PAN & Vacancy updates) updating us on their availability, for those schools who are their own admissions authority they would make their own offers. We coordinate offers for community schools.

The placement planning section where establishments enter the vacancies and admissions numbers - how often does this needs to be updated, please?

For primary in year applications, monthly updates.

For secondary in year applications, fortnightly updates.

Does this new portal replace the way the Reception offers for September are sent through?

All offers that have been made will show within the establishment portal dashboard.

Does the waiting list part replace the emails and doc exchange from the LA?

Yes, all processes will now be completed via the new portal system. You will see offers and waiting list updates on the portal as and when the LBH Admissions team complete updates.

Will we still receive a notification by email informing that there are new intakes?

The updates will come via the portal, rather than via email.

We are a secondary academy and have our own admissions authority. Applications come to us both via LBH and directly. Would it be better going forward to advise parents to apply ONLY via the council portal - they will then all naturally sit inside the system, rather than us having to manually add applications that you don't know about?

There are more benefits to pointing parents to fill out the form on the parent portal. First, the parent will be able to select 4 preferences in the one application rather than having to do multiple applications. Also, for you as the establishment you would need to send any direct applications through to the Admissions team within LBH for the admissions team to process.

Does this mean that we as a school are in control of who is offered/accepted a place?

No, the LBH Admissions team will still be completing the placements this is just for you to monitor the intake.

When a school has an application for an in-year starter, when you as a team have given this child a place will you email the school to inform them, or will they have to check the portal daily to check for an update? I don't think the portal sends establishments an email to say there has been an update on the portal like the parent portal?

In year offers will continue to be made on a fortnightly basis (Thursday). Schools will need to check the portal for the updated offers.

Does the waiting list part replace the emails and doc exchange from the LA?

For all schools that have signed up to EYES, we will no longer be sending them applications/offers via doc exchange.

Referrals

We don't find out if a penalty has actually gone through following a submission, so couldn't accurately answer the portal question.

This is being discussed with the team within LBH to see if this is something we can add into the functionality.

What about fixed term suspensions - Is that through the current method still?

Suspensions will go through the "suspensions form" which is just under the PEX referral. Any suspensions will go through this form.

If we have a child on a part time programme in reception, how do we manage these?

Establishments will still need to notify the council of any part time students via the existing method, so we have evidence of why the child is on a part time schedule:

[London Borough of Hillingdon: Part-time timetable notification 2024 - 2025 \(Page 1 of 4\)](#)

This process will still be available in the existing form on leap.

If we attached a supporting document, can we still see the attachment on PDF?

You won't see the contents of the attachment, but it will show that attachment was made and the name of the file.

Where do we report children attending The Skills Hub?

This is an alternative provision so will be done using the AP area.