Coldharbour Nursery Care

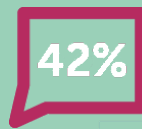## Unique software management solution designed for Children's Nurseries

A fully integrated software solution that helps nursery chains and large nurseries automate operational and financial administration processes

Supporting
1,000
users on
Nursery Care system
each day

Supply
42%
of **Top 10 UK
Nursery Care**
Groups
* Source Nursery World

42%

Savings of
£3,000
**per nursery,
per annum** using
Time & Attendance

Nursery Care has been designed with a look and feel that is familiar to nursery staff. It is a logical and easy to use system, automating the time-consuming processes associated with care provision and financial administration.

Our software range has been developed for local and central usage and includes the ability to parameterise without modification. This allows us to provide a solution which fits your own working methods and desired system configuration.

Core applications of Nursery Care system

The core applications of the Nursery Care system cover enquiries, child details, event diary, registers, group invoicing, receipt processing, direct debit collection, FEF and a web parent portal.

An enquiry tracking module records and reports details of prospective child registrations, which are linked to the nursery waiting list and room history/availability information. Recorded enquiry details can be converted into confirmed registrations without the need for re-keying.

Comprehensive Child Record covering;

- Date of enquiry
- Information pack sent
- Nursery visited
- Availability of places
- Personal information
- Next of kin, emergency contacts
- Medical Information; allergies, immunisations

- Room details, age and staff ratios
- Events, incidents and accidents
- Booking patterns, sessions attending, registers
- FEF information
- Deposits and sundries
- Absences and holidays

The benefits

- ▶ Innovative enquiry tracking module

- ▶ Intuitive user experience and functionality

- ▶ Scalable solution to meet business requirements

- ▶ Full integration with Coldharbour e-Compliance and Time and Attendance solutions

- ▶ Sophisticated and flexible business reporting with complete integration with Coldharbour Data Analytics module

- ▶ Web Parent Portal

- ▶ Sophisticated and flexible business reporting

- ▶ Free entitlement funding compliant

- ▶ Nursery specific staff roster solution

CIVICA
Transforming the way you work

Overview of the capabilities and benefits of Nursery Care

Nursery Care Income Processing

▶ **Bookings/Register -** the bookings and register functions are easy to use, with drag and drop functionality and the use of a visual planner. It records the attendance of all children, reporting on current, historical and future occupancy, but overall, providing the driver for all billing processes.

Booking patterns can be preset into the system. These are highly parameterised to cover both weekly based and session-based delivery of services and extras. Daily changes to the register are recorded simply, picking up any implications to billing, plus staff costs and coverage.

▶ **Income Processing/Debt Management -** business rules relating to charge calculations and specific permutations of calendar are established allowing full automation of the most challenging income processing requirements.

▶ **Global System Manager -** allows information to be centrally managed and shared across all nurseries and ensures continuity, particularly for reporting purposes. Functionality includes, user access levels, look up lists, global parameters, site details, global site details, session start and end times and type of session.

▶ **Receipts Processing -** comprehensively handles the major types of payments residential care providers receive, such as standing orders, direct debits, block receipts, contract bed payments and single payments.

▶ **FEF, Direct Debit & Electronic Banking -** Free Entitlement Funding is fully catered for within the system and there are a number of different options available depending upon billing requirements.

Upon completion of invoicing a direct debit batch is created. The direct debit utility then creates a BACS file, with the transactions being sent to the Bank. Receipts from the banking software are downloaded into Income Processing and then allocated automatically to the Child's funding account/s. Electronic banking allows a spreadsheet to be set up to import receipts, voucher payments and adjustments into Nursery Care against the appropriate funding account.

▶ **Internal or External Sales Ledger -** monies posted can be processed directly via the Internal Sales Ledger within the product. The Internal Sales Ledger includes a comprehensive range of aged debt and period fees reports, statements for funders, nominal income analysis, receipts posting/enquiries, receipts processing routines, and debt management.

Alternatively, clients can interface to our corporate accounting solution, Coldharbour Financials, developed specifically for the care industry. Clients wishing to utilise existing accounting systems are assured that over the last thirty years we have developed interfaces to the majority of mainstream accounting solutions.

▶ **Corporate Accounting -** all invoicing and supporting documentation is customisable. Contract specific formats as well as gross pay information can be generated automatically.

Data Analytics solution

Sophisticated and flexible management dashboards enable users to compare trends, analyse costs and revenues, interrogate statistics, view budgets and create accurate forecasts. The solution is fully integrated with Nursery Care to provide interactive and dynamic dashboards and analytics, all accessible on mobile devices. Key reports include occupancy, budgeted occupancy, enquiries, enquiry sources and target fees.

CIVICa

Transforming the way you work

Overview of the capabilities and benefits of Nursery Care

Nursery Care Staff Roster

▶ **Global Employee Database -** holds central employee data, contact details, job grade information, contracted hours and specific business rules for calculations of employee pay rates, specific payroll and business rules. This also provides a nursery care provider with centralised data for HR, training and qualifications. For many of our largest clients this product has removed the need for a dedicated HR and personnel product.

▶ **Staff Cost control options -** The Staff Roster system has been written for the nursery industry specifically and provides a preplanning and working roster solution set for the daily control of staff costs. Working on the basis of a planned rota and the recording of exceptions and changes, the rostering product mirrors the activity on both roster planning and daily operation within the nursery.

Features

▶ Employees' details available to the nursery users, to be able to view or edit depending on access levels
▶ Hours can be entered by the nursery if required
▶ Cost/hours against budget reports available over specified date ranges
▶ Holiday hours/accrual report function available
▶ SMS and email capability for employee contact
▶ Visible roster per room, broken down by am/pm
▶ Facility to ensure that staff levels are per current authority requirement
▶ Ability to enter both planned and unexpected exceptions
▶ Planning assistant tool available
▶ Exception reporting available by both employee and type of exception
▶ Ability to produce weekly or monthly timesheets by employee

Benefits

▶ Accurate costing analysis of hours worked, at the touch of a button
▶ Rosters can be costed in advance and amended if required
▶ Employee reports available at nursery level
▶ Accurate holiday reporting at nursery level
▶ Simple method of hours entry
▶ Actual versus budget reports can be produced over a specified date range
▶ User friendly interface for transfer to payroll
▶ System can be used as a staff-planning tool
▶ Easy to identify staffing level requirements by occupancy

▶ **Accidents and Incidents**
This module is a database for recording and reporting upon incidents that happen while an employee is on duty. Information relating to CSCI notification and RIDDOR forms can also be captured within this module. The Child's names are selected from Nursery Care and Employees from Staff Roster.

▶ **Interfaces -** with regards to pay and bill, the system can generate electronic outputs and transactional interfaces to the majority of third party accounting and payroll solutions, removing the need to key information into payroll systems.

e-Compliance solution

This solution integrates directly with Nursery Care and allows customers to quickly achieve company wide, real time visibility of incidents, accidents, complaints or any other areas where the flexibility of e-Compliance is deployed. Across the organisation forms and data capture can be made standard, auditable and reportable. Define your own forms, workflow, validation, alerts, document hierarchy and reporting.

Time and Attendance solution

Our Intelligent touch screen and integrated biometric workforce management solution functions together with our Staff Cost Control applications, forming a fully integrated workforce management and scheduling software solution. The system is mapped back to a rules engine to ensure the current payment and deduction rules are applied.