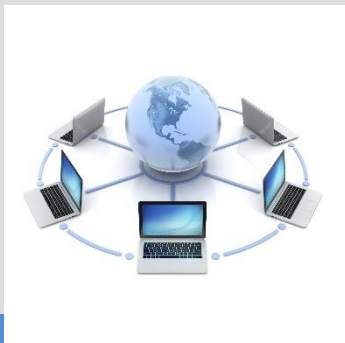


Fixed Penalty Notice – a guide for schools



Handbook

Fixed penalty notice – a guide for schools

This guide will show you how to fill in a fixed penalty notice for a child at your school. It covers how to use the system, how the process works and helpful hints and tips.

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Page 17 : Messaging

Page 20 : Other information

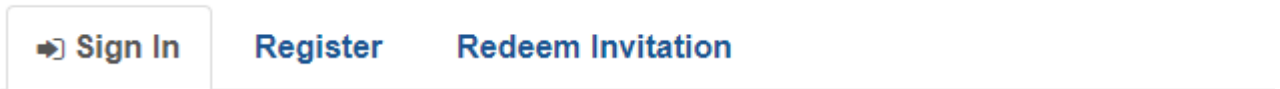
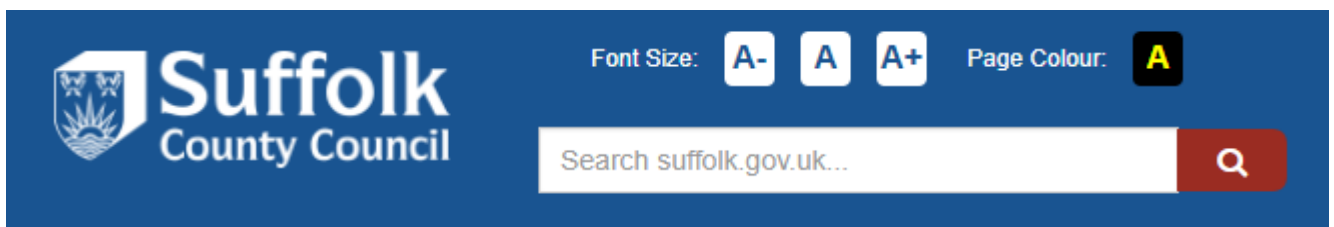
Page 21 : Contact Details

Before logging in for the first time you will need to have set up an account.

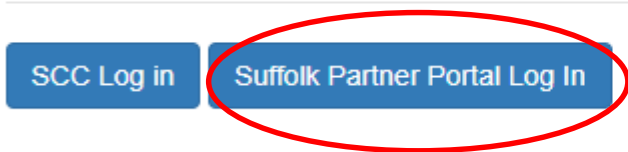
Instructions on how to do this will be sent separately. Contact the FPN team (details on the back page) if you need further help.

The portal address is <https://connect.suffolk.gov.uk/restricted/fpn>

which should take you to the screen below....



Sign in with an external account



Click 'Suffolk Partner Portal Log In' to begin the sign in process.....



Sign in

[Can't access your account?](#)

Important : you must enter your portal account username in this box e.g. Your.Name@suffolk.partners

Click 'Next' to move on to the password screen. This will be the one you set up originally. If you've forgotten it you can reset it here using the 'forgotten my password' link. You will also be told if your password has expired and you need to reset it.

Microsoft

test@suffolk.partners

Enter password

Password

Back Sign in

[Forgotten my password](#)

After entering your password click 'Sign in' to complete the final step of the process.

Suffolk Secure Authentication Portal

For security reasons, we require additional information to verify your account

We've sent a text message with a verification code.

+xx xxxxxxxx6503

Verification code

Sign in

You will now receive a text message or call (on the number you initially provided) with a verification code which will allow you access to the system. Please enter it here and click 'sign in' to complete the log in process.

After logging in to the system the first screen you should see is the one below.

Fixed Penalty Notices

Fixed Penalty Notices

Missing Certificates. You need to upload attendance certificates for 29 pupils before the FPNs can be issued.

Click on Advanced Filters and select "Not uploaded" under the Attendance certificate heading to view the FPNs which require attention

To create a new FPN click on the CREATE NEW FPN button.

[Create new FPN](#)
[View messages](#)

Advanced Filters +

[All FPNs -](#)



Number ↑	Date issued	Parent issued to	Pupil	Certificate uploaded ↑	Has ever been paused	Status Reason	
FPN20381	29/03/2018	Parenty 7	Fizzy Sherbert	No	No	Issued pending early payment	
FPN20380	29/03/2018	Parenty 6	Lemon Sherbert	No	No	Issued pending early payment	

By default this will be a list of All (your) FPN's. You can click on any of the column headers to order these FPN's in various ways. The ones below are filtered in descending date order with the newest at the top...

[All FPNs -](#)



Number	Date issued ↓	Parent issued to	Pupil	Certificate uploaded	Has ever been paused	Status Reason	
FPN20371	4/04/2018	Alastair Burnett	Fred Bassett	No	No	Issued pending early payment	
FPN20379	29/03/2018	Parenty 5	Pear Drop	No	No	Issued pending early payment	
FPN20380	29/03/2018	Parenty 6	Lemon Sherbert	No	No	Issued pending early payment	
FPN20381	29/03/2018	Parenty 7	Fizzy Sherbert	No	No	Issued pending early payment	
FPN20368	29/03/2018	Candy Cane	Space Dust	No	No	Issued pending early payment	

You can also use the **Advanced Filters +** button to sort these FPN's in various ways. Clicking on it will open the following list...

Status Reason
Date issued
Attendance certificate
Paused

▼

▼

▼

▼

Clicking on any of these drop downs and using the *'Apply Filter'* button will bring up a selection of FPN's that match these parameters. Below you can see that I've applied the filter to view all FPN's that have outstanding certificates as per the message on the previous screen...

Date issued
Attendance certificate
Status Reason
Paused

▼

▼ Not uploaded ▼

▼

▼

☰ All FPNs -

Search

🔍

Number	Date issued ↓	Parent issued to	Pupil	Certificate uploaded	Has ever been paused	Status Reason	
FPN20371	4/04/2018	Alastair Burnett	Fred Bassett	No	No	Issued pending early payment	🗄
FPN20379	29/03/2018	Parenty 5	Pear Drop	No	No	Issued pending early payment	🗄
FPN20380	29/03/2018	Parenty 6	Lemon Sherbert	No	No	Issued pending early payment	🗄
FPN20381	29/03/2018	Parenty 7	Fizzy Sherbert	No	No	Issued pending early payment	🗄

All of the filters in here work in the same way so if you want to see all FPN's you've issued in the last week you can etc... **Please be aware though that the more filters you apply the more restrictive the results will be. You can apply more than 1 at once!**

You can also use the  box to look up a record.

You can search for names, FPN numbers and status reasons.

If you want to search on partial text then use the asterisk (*) key to do a wildcard search e.g. typing *raw to search for the surname 'Rawson' should still bring back results....

To search on partial text, use the asterisk (*) wildcard character.







 

It will bring back everything that contains the word 'raw' in one of the searchable columns. In this instance all the records containing the surname 'Rawson' and/or the status reason 'Withdrawal requested' have been revealed

Advanced Filters +

 Active FPNs ▾

Number ↑	Date issued	Parent issued to	Has ever been paused	Status Reason	
FPN20093	16/03/2018	Mark Rawson	No	Notice to court	
FPN20083	16/03/2018	Parenty McParentface	No	Withdrawal requested	
FPN20051	15/03/2018	Nigel Havers	Yes	Withdrawal requested	
FPN20050	15/03/2018	Nigel Havers	No	Withdrawal requested	
FPN20039		Nellie Elephant	No	Withdrawal requested	
FPN20022		Mark Rawson	No	Ready to be issued	

Bear this in mind when using the 'search' function.

Another thing to be mindful of is which list you are currently looking at. By default you will be in the All FPN's list but you can change this to view only the Active FPN's, the Closed FPN's and the Rejected FPN's lists which can aid you with your searches...

Advanced Filters +

All FPNs -

Search

	Date issued	Parent issued to	Pupil	Certificate uploaded ↑	Has ever been paused	Status Reason	
	29/03/2018	Parenty 7	Fizzy Sherbert	No	No	Issued pending early payment	<input type="button" value="⌵"/>
FPN20380	29/03/2018	Parenty 6	Lemon Sherbert	No	No	Issued pending early payment	<input type="button" value="⌵"/>
FPN20379	29/03/2018	Parenty 5	Pear Drop	No	No	Issued pending early payment	<input type="button" value="⌵"/>
FPN20378	1/03/2018	parenty 4	Jelly Bean	No	No	Not paid - final warning	<input type="button" value="⌵"/>
FPN20376	16/02/2018	Parenty 3	chewy sweet	No	No	Notice to court	<input type="button" value="⌵"/>
FPN20375		Parenty 2	Flying Saucer	No	No	Refused	<input type="button" value="⌵"/>
FPN20374	13/02/2018	Tony Tiger	Sherbert Dip	Yes	No	Notice to court	<input type="button" value="⌵"/>
FPN20373		Rice Krispy	Marsh Mallow	No	No	Duplicate fine this academic year	<input type="button" value="⌵"/>
FPN20372		Alastair Burnett	Fred Bassett	No	No	Duplicate fine this academic year	<input type="button" value="⌵"/>
FPN20371	4/04/2018	Alastair Burnett	Fred Bassett	No	No	Issued pending early payment	<input type="button" value="⌵"/>

The column headers, advance filter and search box will work the same regardless of which list you are viewing. Although do note that some of the advance filter selections might not be applicable to the list you are viewing e.g. you won't return any results by applying the status reason 'ready to be issued' in the Closed FPN's list.

To create a new FPN, click on the

Create new FPN

button to

bring up the screen below...

Create an FPN Request

Absence Details

Data Accuracy Statement

You must select at least one pupil from the column on the left and one parent (for simplicity the word "Parent" here includes any adult with responsibility for the pupil) from the column on the right. An FPN will be issued to EACH parent on the right for EACH pupil in the left selected. For example, if you have selected 2 pupils and 2 parents a total of 4 FPNs will be issued. You can select a maximum of 4 pupils and 2 parents. if you need to issue FPNs to more than two parents for the same pupils you can do so by submitting an additional form.

PUPILS

Pupil 1 *

+ Add new line

Create New Pupil Record

PARENTS

Parent 1 *

Parent 2

Create New Parent Record

ABOUT THE ABSENCE

Absence start date *

Absence end date *

Absence start date is a required field.

School term

Absence end date is a required field.


If the pupil is already in the system then use the magnifying glass to look them up. As before you can search on their name or UPN and you can do a partial search using the asterisk (*) key

Lookup Records

Search

✓ Full Name	Unique Pupil Number	Date of birth	First name ↑	Last name ↑
✓ Tony	A111111111234	2/02/2007	Tony	
Bertie Bassett	A000000333445	13/03/2013	Bertie	Bassett
Blackfriars Bobby	H736373837367	11/06/2008	Blackfriars	Bobby
Charlotte Charlotteson	H456456456456	10/04/2012	Charlotte	Charlotteson

After selecting the pupil you will need to do the same for the parent. **Note : there will be 1 FPN issued to each parent/pupil combination.**

To add additional pupils in the same family click on the  box. You can add up to 4 pupils.

Once you've added the pupils and parents you will need to add in the absence dates and select the school term. **Note : The absence must start and end on a weekday.**

PUPILS

Pupil 1 *



Pupil 2



PARENTS

Parent 1 *



Parent 2



ABOUT THE ABSENCE



Absence start date *

Absence start date is a required field.

Absence end date *

Absence end date is a required field.

School term *

Use the  icon to look up dates and the  icon to look up the term.

Click  to move on from this page

If the absence period is older than 15 days you will then be taken to the ‘Late Submission’ box and asked to provide a reason for the delay in reporting the absence. **After you’ve entered the reason you might need to click outside the text box to activate the ‘Next button**

Absence Details ✓ Late Reason Data Accuracy Statement

LATE SUBMISSION

Please give a reason as to why this request is being submitted late *

Sorry, only just returned from holiday

Previous Next

After submitting this you will arrive on the ‘Data Accuracy Statement’ page where you can review the FPN’s you are about to submit. **You must be sure to check these are correct before accepting the statement and submitting the FPN(s).**

Absence Details ✓ Late Reason ✓ Data Accuracy Statement

Review

Clicking on Submit will create the following FPNs.

Please review this data for accuracy before submitting the form.

Parent: Madeline Day

1 x FPN for Bertie Bassett

1 x FPN for Blackfriars Bobby

Parent: Dotty Day

1 x FPN for Bertie Bassett

1 x FPN for Blackfriars Bobby

DATA ACCURACY STATEMENT

You must accept the data accuracy statement to continue *

I confirm that the information contained in this form is correct and that I am authorised to instruct Suffolk County Council to issue fixed penalty notices to all the individuals listed.

Accepted

Previous Submit

After pressing ‘submit’ you should be taken to the confirmation screen below...

Fixed Penalty Notices / FPN Request Received

FPN Request Received

You have requested that the following FPNs are issued:

Parent: Madeline Day

1 x FPN for Bertie Bassett

1 x FPN for Blackfriars Bobby

Parent: Dotty Day

1 x FPN for Bertie Bassett

1 x FPN for Blackfriars Bobby

Please note that because the absence relating to this request took place over 14 days ago, a member of the team will need to review this request before the FPN can be sent out.

In certain cases, where the pupil is not of mandatory school age or where a fine has already been issued in this academic year, the FPN will not be issued.

The FPN’s have now been submitted to the FPN team at SCC for review. You can now track their status from the original FPN screen.

To return to that screen click on the [View FPNs](#) button or on the

[Fixed Penalty Notices](#) / [FPN Request Received](#) breadcrumb trail at the top

of the page. You can also create a new FPN directly from this

screen by clicking [Create new FPN](#)

When logging an FPN for a student or pupil who isn't already in the system you will need to create a new record for them. On the 'Absence Details' screen you will see the option to do this for both parents and pupils.

Absence Details | Data Accuracy Statement

You must select at least one pupil from the column on the left and one parent (for simplicity the word "Parent" here includes any adult with responsibility for the pupil) from the column on the right. An FPN will be issued to EACH parent on the right for EACH pupil in the left selected. For example, if you have selected 2 pupils and 2 parents a total of 4 FPNs will be issued. You can select a maximum of 4 pupils and 2 parents. If you need to issue FPNs to more than two parents for the same pupils you can do so by submitting an additional form.

PUPILS	PARENTS
<p>Pupil 1 *</p> <input type="text"/> <input type="button" value="+ Add new line"/> <input type="button" value="Create New Pupil Record"/>	<p>Parent 1 *</p> <input type="text"/> <p>Parent 2</p> <input type="text"/> <input type="button" value="Create New Parent Record"/>

ABOUT THE ABSENCE

Absence start date *

Clicking on the 'Create New Pupil Record' to bring up this box

Add pupil

Pupil Details

First name

Last name

Date of birth *

Unique Pupil Number *

You will need to provide the :-


First Name

Last Name

Date of Birth

Unique Pupil Number

and then click 'submit'

The pupil should now be in the system and you can add them using the  icon

Adding a parent/carer works in the same way but the address will also be mandatory so the team knows where to send the FPN notice to.

Add parent ×

Parent Details

First name *

Last name *

Email

Telephone number

Address

Date of birth

PLEASE MAKE SURE THAT YOU ENTER THE CORRECT ADDRESS AS THIS IS WHERE THE FPN NOTICE WILL BE SENT.

IF ISSUING A NOTICE TO AN EXISTING PARENT IN THE SYSTEM BE SURE TO CHECK WITH YOUR OWN RECORDS THAT THE ADDRESS IS STILL CURRENT. IF NOT, PLEASE INFORM THE FPN TEAM WHO CAN CHANGE THIS FOR YOU.

Please remember that you must upload a valid registration certificate for **every** FPN issued. The FPN team will not issue a letter to the parents without one.

To upload a certificate click on the arrow to the right of the screen in the status reason box and select 'upload certificate'

Advanced Filters -

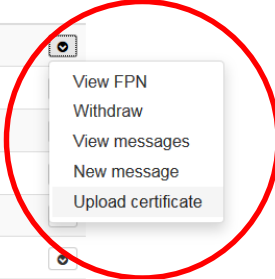
Date issued Attendance certificate Status Reason Paused

Not uploaded Triage

Apply Filter


All FPNs - Search

Number	Date issued	Parent issued to	Pupil	Certificate uploaded	Has ever been paused	Status Reason ↓
FPN20341		Custard Donut	Dolly Donut	No	No	Triage
FPN20342		Custard Donut	Jam Donut	No	No	Triage
FPN20343		Sugar Donut	Dolly Donut	No	No	Triage
FPN20345		Custard Donut	Dolly Donut	No	No	Triage
FPN20346		Custard Donut	Jam Donut	No	No	Triage
FPN20361		Smatie Smart	Cola Bottle	No	No	Triage
FPN20382		Barry Bacon	Bruce Bacon	No	No	Triage
FPN20383		Barry Bacon	Kevin Bacon	No	No	Triage



[Note that I have used the advanced filters to reveal all the FPN's that have no certificate uploaded and are in 'triage' status – which means waiting to be process by the FPN Team.

After clicking on 'upload certificate' the following box will open up...

 Edit

×

Fixed Penalty Notice

Number *

FPN20341

Parent issued to

Custard Donut

Regarding Pupil

Dolly Donut

School term

Spring Term

Academic year

2017/2018

Absence start date

20/03/2018

Absence end date

22/03/2018

Upload certificate of attendance *

No files selected.

Click on browse and find the file on your computer. Once selected click 'open' to add the certificate and 'Submit' to attach it to the FPN. You can then close this box and return to the main screen.

The page may need to be refreshed (F5) before you notice that the upload certificate status has changed.

There are a couple of ways for you to send and view messages between to and from the FPN Team. From the main screen you will notice the view messages tab...

Fixed Penalty Notices

To create a new FPN click on the CREATE NEW FPN button.



Click on this to view all the messages you've sent and received regarding your logged FPN's. By default this will load up the received messages.

FPN Messages

All messages sent between your school and the Suffolk County Council FPN Team

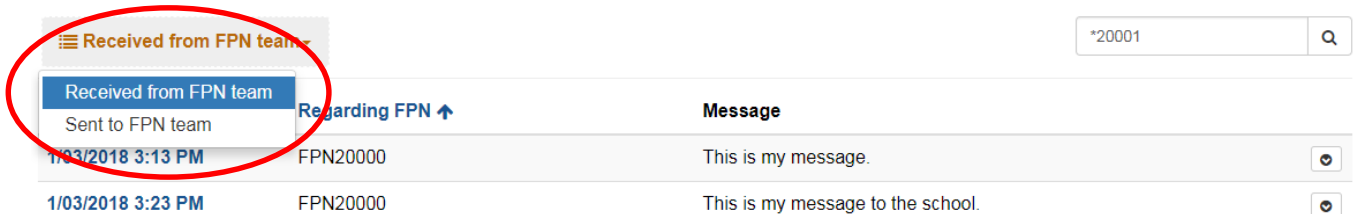
The screenshot shows the 'FPN Messages' interface. A filter dropdown menu is set to 'Received from FPN team', which is circled in red. Below the filter is a search bar. A table of messages is displayed with the following data:

Created On ↑	Regarding FPN	Message
16/03/2018 4:37 PM	FPN20093	Here's a new message back to you!
8/03/2018 2:35 PM	FPN20002	Hello?
7/03/2018 6:40 PM	FPN20001	fdsfadfsa

You can order these by date, FPN number or search for a specific FPN using the search bar...

Remember to use the (*) key to wildcard search e.g. *20001 will return FPN200001

From this screen you can also toggle the message view to flick between messages you've sent to the FPN team and messages you've received...

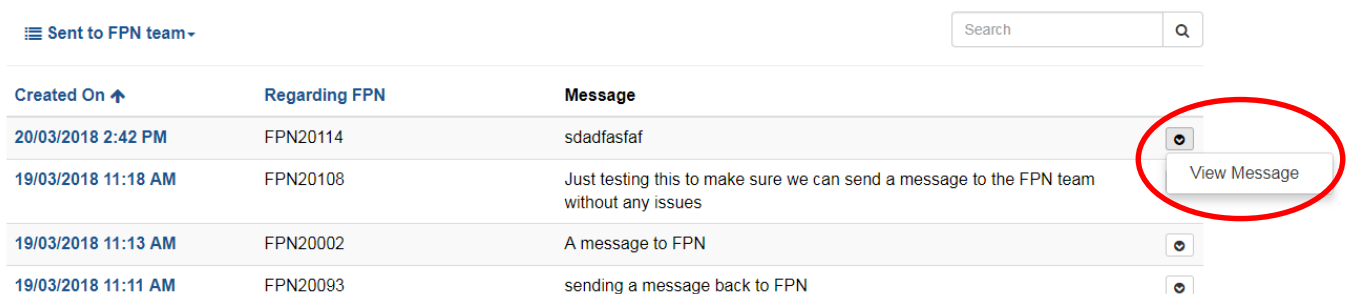


	Regarding FPN ↑	Message	
1/03/2018 3:13 PM	FPN20000	This is my message.	⌵
1/03/2018 3:23 PM	FPN20000	This is my message to the school.	⌵

To view the full content of the message (if it's too big for the screen) then click the arrow on the right and select view message to open it up...

FPN Messages

All messages sent between your school and the Suffolk County Council FPN Team



Created On ↑	Regarding FPN	Message	
20/03/2018 2:42 PM	FPN20114	sdadfasfaf	⌵
19/03/2018 11:18 AM	FPN20108	Just testing this to make sure we can send a message to the FPN team without any issues	View Message
19/03/2018 11:13 AM	FPN20002	A message to FPN	⌵
19/03/2018 11:11 AM	FPN20093	sending a message back to FPN	⌵

A pop up box should then appear with further details...

View Details



Regarding FPN *

FPN20108

Created On

19/03/2018 11:18 AM

Direction

To SCC

Message *

Just testing this to make sure we can send a message to the FPN team without any issues

From School Contact

Due by

Created By

SYSTEM

You can also view messages and complete various other actions by using the drop down arrow in the status reason column on the main screen...

Active FPNs

Search



Number ↑	Date issued	Parent issued to	Pupil	Has ever been paused	Status Reason
FPN20157	21/03/2018	Vivian Banks	Carlton Banks	Yes	Paused
FPN20155		Madge Bishop	Charlene Bishop	Yes	Paused
FPN20154	21/03/2018	harold bishop	Charlene Bishop	No	Issued pending early payment
FPN20147	20/03/2018	Nigel Havers	dasdas dasdasda	No	Issued pending early payment
FPN20126	19/03/2018	Madeline Day	China Crisis	No	Issued pending early payment

- View FPN
- Resume
- Withdraw
- Messages
- New message
- Upload certificate

What you are able to do here is entirely dependent on the status of the FPN you are viewing. Some of the actions you can take though are....

View FPN – Allows you to view all details on an FPN (this will be the only thing you can do on a closed FPN)

Withdraw – Request a withdrawal of an FPN (you must provide a valid reason)

Pause – Pause an issued FPN (you can only do this once per FPN)

Resume – Resume a paused FPN

Upload Certificate – Upload and attach a certificate of registration to a selected FPN

View Messages – view all messages related to the selected FPN

New message – Send a new message to the SCC FPN Team concerning the selected FPN

☰ All FPNs -

Number ↑	Date issued	Parent issued to	Pupil	Certificate uploaded ↑	Has ever been paused	Status Reason	
FPN20387		Parenty 7	Fizzy Sherbert	No	No	Duplicate fine this academic year	
FPN20386		Brenda Bacon	Bruce Bacon	No	No	Triage	
FPN20385		Brenda Bacon	Kevin Bacon	No	No	Withdrawn	
FPN20384		Brenda Bacon	Bruce Bacon	No	No	Withdrawn	
FPN20383		Barry Bacon	Kevin Bacon	No	No	Triage	
FPN20382		Barry Bacon	Bruce Bacon	No	No	Triage	
FPN20381	29/03/2018	Parenty 7	Fizzy Sherbert	No	No	Issued pending early	

- View FPN
- Withdraw
- View messages
- New message
- Upload certificate

For any queries please contact :

Email : penaltynotice@suffolk.gcsx.gov.uk

Tel : 01473 265722

