Education and Young People's Services

PRU, Inclusion
& Attendance Service

Digital Front Door
To Inclusion and Attendance Service

User Guidance Document

Document Owner	**Ming Zhang / Mary Burwell**
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Contents

Access and Use

The Digital Front Door is a single point of access for all Inclusion and Attendance concerns, through the provision of ten online pathways. It is both secure and confidential. Pages 3 and 4 of this User Guidance can provide further information about which pathway is right for you. The Digital Front Door forms are all accessible via KELSI. No login or password is required.

The Digital Front Door consists of a series of input screens for data entry, such as the example below. Data is entered using a combination of free text, multiple choice options or drop down menus. You will not be able to submit your form if required fields have not been completed.

PIAS - Pathway 1 - Notify of an exclusion (fixed term and permanent)

We work in an integrated way with other children's services teams in KCC and with partner organisations. We may share this information with relevant teams in KCC to ensure we deliver the best possible outcomes for children, young people and families in Kent.

To see the KCC Early Help and Preventative Service's Privacy Notice visit our webpage - https://www.kent.gov.uk/about-the-council/information-and-data/access-to-information/gdpr-privacy-notices/early-help-and-preventative-services/early-help

School information

School name *	Select... ▾
School district *	Select... ▾
School type *	Select... ▾

If you need to you can check the details of a school using our Kent school search.

Headteacher name *	
Name of person completing this form *	
Job title *	
Contact email address *	

Once a form is completed, click the 'Submit' button to securely send the form complete the form. Please note if you "save" the form you will need to access the form again and submit before it is received at KCC. See FAQ question 2 below for information about saving un-finished forms.

[✖ Cancel]   [💾 Save] [✔ Submit]

The 13 Pathways: Which is Right for You?

The Digital Front Door features 13 pathways each with a unique form.

Pathway 1. Notify of an Exclusion (Fixed Term and Permanent)
This is not a service offer; it is a statutory pathway for reporting exclusions.

Pathway 2. Request Inclusion Consultation (Individual)
This service offer includes:
- Supporting school-parent meetings
- Assistance with developing a strategy for the school to support the individual to avoid exclusions and manage behavior
- Providing advice on PSPs

Pathway 3. Request Inclusion Consultation (Whole School)
This service offer can provide:
- Consultation to prevent an emerging school issue
- Support to develop an Inclusion Strategy and/or Bullying Strategy
- Staff and/or governor training
- Analysis of school data and trends

Pathway 4. Request Attendance Consultation (Whole School)
This service offer can provide:
- A consultation to prevent an emerging school attendance issue
- Support in the development of an Attendance Strategy
- Staff training
- Analysis of school data and trends

Pathway 5. Request Attendance Consultation (Individual)
This service offer includes supporting the school as it addresses individual pupil attendance concerns prior to an AS1 referral for statutory intervention (pathway 6 below). It may also include contributing to CHiN, CP, Early Help or attendance meetings.

Pathway 6. Request Statutory Individual Pupil Attendance Support (AS1)
This is an AS1 referral – for statutory attendance support. See guidance on Kelsi: AS1-Referral-Criteria

Pathway 7. Notify of a Potential Child Missing Education (CME)
This is to complete a CME referral to the Attendance team. Referral guidance is found here: CME-referral-guide

Pathway 8. Request Gypsy Roma Traveller Minority Ethnic Consultation (Individual)
This service is for schools to request guidance when working with GRT ME individuals.

Pathway 9. Request Gypsy Roma Traveller Minority Ethnic Consultation (Whole School)
This service is for schools to request guidance when working with GRT ME communities.

Pathway 10. Request to Issue a Penalty Notice
This pathway is for schools to request the local authority to issue a Penalty Notice for un-authorised leave of absence or frequent/sustained school absence.

Pathway 11. Notify of Intended Off-Rolling
This pathway is for schools to notify the local authority when it is intending to off-roll a pupil. guidance can be found here: Off-Rolling - KELSI

Pathway 12. Notify of Reduced Timetable
This pathway is for schools to notify the local authority if any pupil is on a reduced educational provision. Guidance can be found here:Guidance-for-Schools-on-the-Use-of-Reduced-Timetables

Pathway 13. Request for Single Registration at PRU
This pathway is for a school to request a named pupil to be removed from the roll of the school and be soley registered at a PRU.

Which Pathway is right for you?

Do you want to notify KCC about an exclusion, request a penalty notice be issue, or are you requesting further consultation from KCC?

Exclusion → **PATHWAY 1**

Penalty Notice → **PATHWAY 10**

Consultation →

Is the consultation for a Child Missing Education?

No →

Yes → **PATHWAY 7**

Are you requesting consultation to develop inclusion practices, improve school attendance or work with GRT (Gypsy Roma Traveller) children?

Inclusion →

Is this for an individual pupil, or a whole school strategy?

Individual → **PATHWAY 2**

School → **PATHWAY 3**

Attendance →

Is this for an individual pupil, or a whole school strategy?

Individual →

School → **PATHWAY 4**

GRT →

Is this for an individual pupil, or a whole school strategy?

Individual → **PATHWAY 8**

School → **PATHWAY 9**

PATHWAY 6 ← Yes — Is this a statutory AS1? — No → **PATHWAY 5**

FAQs

1. How long will a form take to complete?
The estimated time required to complete each online application form is approx. 5 minutes. Please ensure you have all relevant documents and information before you begin.

Most of the required information is within mandatory fields and the form cannot be completed without this. There are some optional fields which provide the opportunity to enter additional information.

2. What happens if I get interrupted or need to acquire additional information whilst completing a form?
At the bottom of the form is a "Save" button.

If you click this you will be asked to confirm your email address.

Ensure your e-mail address is entered correctly and click "send". Please note if you are completing the form on behalf of someone else you must enter your own e-mail address at this point.

An e-mail will be sent to the address stated containing a link to the partially completed form. This link will take you back to the form so you are able to complete remaining fields and then press submit.

Your form will not be received by KCC until you have clicked submit.

3. Can I save or print the online form?
Yes – but you can only do this **after** you submit.

When you click submit you will be given a reference number and a new window will open up automatically with a PDF of your submitted form. You can print this and/or save it locally to an electronic folder.

If the window does not automatically open, then you may need to enable pop-ups. Contact your school IT department for assistance with this.

4. How do I know you have received the form?

If you receive a reference number when you hit 'submit' we have received your completed form. You do not need to contact us to confirm we have received it. If you do not get a reference number then your form has not submitted, you might have clicked "save" or "cancel" in error. Please see 2 above for information on saved forms.

5. Where does the record go?

The record will be sent to Inclusion and Attendance Service, in the form of a PDF file. Your request will be processed and you will be contacted in due course.

6. How do I save the pathways to my favourites?

All ten pathways display on webpages. It is possible to save these pathways as favourites, so you can access them faster in the future. On the top right hand corner of your screen, you can 'Add to Favourites' or 'Bookmark' (dependent on your web browser).
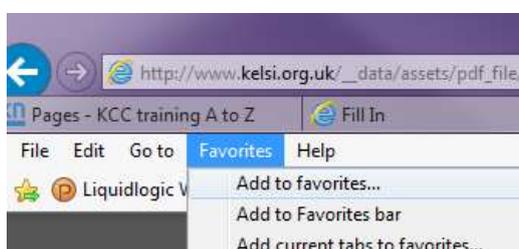
7. What format should supporting documents take?

When uploading supporting documents or evidence to the pathway forms please ensure they are saved in PDF format, to ensure the data cannot be edited.
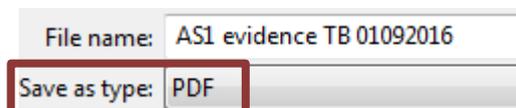
8. What happens if I make a mistake?

If you realise you have made a mistake after hitting submit, please re-submit the form. Then contact your School Liaison Officer, Inclusion and Attendance Advisor or GRT/ME Officer to let them know of the error. Please inform them of the reference numbers for both the correct and incorrect forms.

Please do not insecurely e-mail sensitive information.

9. Who do I contact if I receive additional information?

If you receive additional information following completion and submission of a form – either resubmit an updated form or contact your School Liaison Officer, Inclusion and Attendance Advisor or GRT/ME Officer to let them know the changes.

Please do not insecurely e-mail sensitive information.

10. What if I don't have guardian consent to divulge information within non-statutory pathways?

By law personal and sensitive information cannot be shared for non-statutory reasons without guardian consent. If you do not have guardian consent please do not proceed with a non-statutory request for support.

General advice and guidance can be sought via the Whole School request for support pathways, but please be aware that individual information should not be shared.

11. Who do I contact if I have a query?

If you have any queries or would like any further information please speak to your School Liaision Officer. The link to the appropriate School Liaison and School can be found here: About the Service - KELSI