Education and Young People's Services

Kent County Council
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PRU, Inclusion & Attendance Service

Pilot - Version 5 (10/06/2016)

Digital Front Door
User Guidance Document

Contents:

Access and Use

The Digital Front Door is a new 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.

Once fully implemented, the Digital Front Door will be accessible via KELSI. No login or password will be required. However changes will not be made to KELSI until the new system rolls out across Kent, so throughout the pilot you should access the pathways through direct links we provide to you.

The Digital Front Door consists of a series of input screens for data entry, such as the example below. There are instructions to assist with entering the data on each input screen. Data is entered using a combination of free text, multiple choice options or drop down menus. You will not be able to progress into further sections if the relevant fields have not been completed.

Search kent.gov.uk...

Section 2
1 2 3 4 5

Penalty notice request

Reason for Penalty Notice request *   Please Select ...

School information

School name *

School type *   Please Select ...

School district *   Please Select ...

Headteacher *

Is this Penalty Notice request being issued with the full knowledge and authorisation of the headteacher? *   ○ Yes   ○ No

Name of person completing the form *

Email address *

Confirm email address *

Email validation   Valid

Contact telephone number *

In the top left hand corner, you will be able to see how far you have progressed through the form. At the foot of each input screen there is the option of exit, back and next – please note that the next and back options enable navigation from one screen to another without loss of information. At the end, click the 'Submit' button to complete the form (see below).

Section 7
1 2 3 4 5 6 7

Submit

Please submit your form below.

(Additional text can be displayed here or after submission)

Previous   Submit   Cancel

The 10 Pathways: Which is Right for You?

The Digital Front Door features ten pathways which contain specific offers.

1. Notify of an Exclusion (Fixed Term and Permanent)

This is not a service offer; it is a statutory pathway for reporting exclusions.

2. Request Inclusion Consultation (Individual)

The service offer includes supporting school-parent meetings, support with developing a strategy for the school to support the individual to avoid exclusions and manage behaviour, and providing advice on PSPs.

3. Request Inclusion Consultation (Whole School)

This service offer is to provide a consultation to prevent an emerging school issue; it may also be possible to support the development of an Inclusion Strategy and/or a Bullying Strategy, staff and/or governor training, and analysis of school data and trends.

4. Request Attendance Consultation (Whole School)

This service offer is to provide a consultation to prevent an emerging school issue; it may also be possible to support the development of an Attendance Strategy, staff training, and analysis of school data and trends.

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. It may include contributing to CHiN, CP, Early Help or attendance meetings.

6. Request Statutory Individual Pupil Attendance Support (AS1)

This is an AS1 referral – for statutory attendance support.

7. 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.

8. Notify of a Potential Child Missing Education (CME)

This is to complete a CME referral to the Attendance team

9. Request Gypsy Roma Traveller Minority Ethnic Consultation (Individual)

This service is for schools to request guidance when working with GRT ME individuals.

10. Request Gypsy Roma Traveller Minority Ethnic Consultation (Whole School)

This service is for schools to request guidance when working with GRT ME communities.
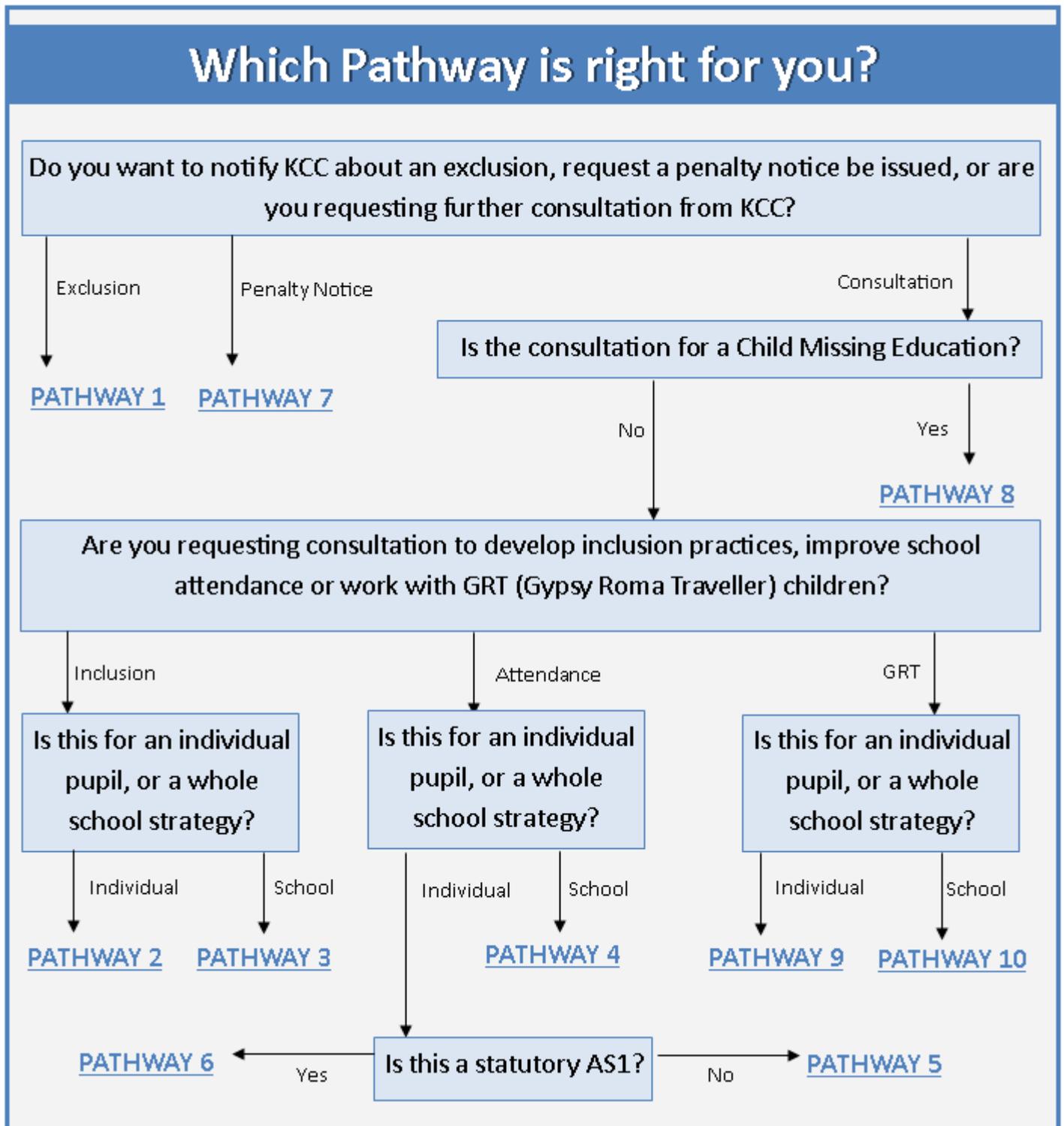
FAQs

How long will a form take to complete?

The estimated time required to complete each online application form is 5 minutes. It will be easiest if you have all relevant documents and information before you begin.

What happens if I get interrupted whilst completing a form?

At the bottom of the form is a "Save" button. If you click this, and then confirm your email address in the next window, you will be sent an email link to your partially completed form. When you decide to complete your form later, you can click on the link in the email you have been sent. Complete your form and hit submit. You will then receive email confirmation that your form has been submitted.

Can I save or print the online form?

Yes – but you can only do this **after** you submit. When you click submit, the page will refresh with your 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 to an electronic folder for your records. If the window does not automatically open, then you may need to click to enable pop-ups for the window to open.

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.

Where does the record go?

The record will be sent to Inclusion and Attendance Service, in the form of a PDF file. PIAS Officers will then receive the information at the point of allocation.

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).

What format should supporting documents take?

Please send supporting documents or evidence in PDF format, to secure data.

What happens if I make a mistake?

If you realise you have made a mistake after hitting submit, please re-submit the form. Then send an email to your local PIAS team to let them know of the error, including the reference number for these forms within the email.

Who do I contact if I receive additional information?

If you receive additional information following completion and submission of form – then 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.

What information is required to complete the form?

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.

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.

Where can I receive further information?

If you would like any further information please contact your School Liaison Officer or your PIAS Area Lead.