

PRU, Inclusion & Attendance Service (PIAS) Guide to Digital Front Door (DFD) for schools

This guidance has been created for schools to outline the various forms on the Digital Front Door on the KELSI website and update on some changes which have been made. The Digital Front Door will be referred to as the **DFD** from the point forwards and the PRU, Inclusion & Attendance Service will be referred to as **PIAS**.

Q: What has changed from April 2023?

A: The [webpage](#) on KELSI which schools use to refer to PIAS or notify of particular events such as suspensions and part time timetables now displays differently, some pathways have been deleted, and some of the existing pathways have had amendments to the wording, both in the links to the forms and within the forms themselves. The number of links has reduced from 13 to 10:

The Digital Front Door consists of a series of input screens for data entry. 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.

The ten pathways are accessible below:

1. [Notify of suspension or permanent exclusion](#)
2. [Notify of a potential Child Missing Education \(CME\)](#)
3. [Notify of a deletion from Admissions Register \(previously known as the 'off rolling' notification\)](#)
4. [Notify of a part-time timetable](#)
5. [Invitation to Formal Attendance Meeting \(previously known as request attendance consultation: individual pupil, or 'Pathway 5'\)](#)
6. [Request a Fixed Penalty Notice \(FPN\)](#)
7. [Request statutory attendance intervention \(previously known as 'AS1' request statutory intervention\)](#)
8. [Request inclusion advice for a pupil](#)
9. [Request for single registration at a Pupil Referral Unit \(PRU\)](#)
10. [Request PIAS advice and support \(KCC services only\)](#)

Q. Why are the forms changing?

A: The DFD was set up around 5 years ago and required a refresh to ensure that the terminology on our forms matches what is described in Department for Education DfE guidance published in the summer of 2022. The expectations on LAs in the DfE guidance [Working together to improve school attendance](#) means that PIAS has also had to refine some of the offers of support we provide to ensure we meet those expectations with awareness that the guidance is intended to become statutory (no earlier than September 2023). The old names of some forms are in brackets (see diagram above) to assist schools in locating the one they need. Some forms have the old name in brackets next to the new name.

Q. Did the refresh of the forms have any benefits in mind for schools?

A: There have been several changes made with the key aim to be helpful to both the PIAS service and the schools who mainly complete our forms:

- ✓ The terminology on some forms was inaccurate (and this had been fed back to us by schools on various occasions in the past).
- ✓ Introductory pages have been added to some forms to help guide schools in ensuring they are completing the most suitable one.
- ✓ Links to relevant and most current DfE guidance have been added to help referrers if they need to refer to it when completing forms.
- ✓ Some forms have had additional questions put in, or questions have been reworded to ensure key information is captured which will ensure the most suitable advice and intervention can be provided to schools.

More specific details about changes to the forms are found further down in this guide.

Q. Why are there no longer any blue boxes like in the previous layout on the webpage?

A: Since the DFD was created there have been a range of blue boxes which can be clicked on to open the form required, but our KCC Digital Communications team has informed us that KCC websites need to meet compliance requirements, i.e., set out in a format which is accessible to anyone looking at the webpages. Unfortunately, this has meant that the blue boxes can no longer be used, and the layout is now a list of links as shown in the diagram above. However, the function of the DFD remains the same as it did before, and schools can still access the forms they need.

Q: I can see when I click on one of the links it goes to a page where there is an option to set up an account. Should I do this as I don't currently have one?

A: This is down to personal choice and there is no mandatory requirement to have an account, but we advise schools to register for one if you have not done already so because you can track all the forms you have submitted, and the system also allows you to save a form to finish at a later stage, which you cannot do if you do not have an account.

Q: What should I do if I submit a form (for example, a suspension notification) and realise I have made a mistake?

A: Please email the relevant mailbox for the area your schools is located (northkentPIA@kent.gov.uk, southkentPIA@kent.gov.uk; westkentPIA@kent.gov.uk or eastkentPIA@kent.gov.uk) stating the FS reference number of the form which will be provided upon submission. In most cases the form will not need to be resubmitted and we can make amendments at our end.

Q: What format should additional documents take which I plan to upload?

A: Please ensure documents are in PDF format.

Q: I have been unable to upload some additional documents. Is there a reason why?

A: The Digital Front door has a size limit on documents due to capacity of the system. Therefore, any additional information will need to be emailed to the PIAS area mailboxes (northkentPIA@kent.gov.uk, southkentPIA@kent.gov.uk; westkentPIA@kent.gov.uk or eastkentPIA@kent.gov.uk).

Q: I have queries about which form to complete. Who should I notify?

A: Please speak to your link PIAS Officer. If you are unsure who this is you will find contact details [here](#).

Q: Will I be sent an email copy of the form I have completed?

A: No. Once you've pressed 'submit', a copy of your completed form will be displayed for you to save. If you wish to keep a copy for your records, select the download button shown once you've submitted.

Q: I have spotted an error on one of the forms, or there is technical error which is affecting me completing a form. Who should I report this to?

A: Please email lee.kennedy@kent.gov.uk in PIAS who will notify the KCC Digital Services form with the aim of rectifying the issue as swiftly as possible.

The section below provides further details about each individual [form/pathway/link](#):

PATHWAY NUMBER	1
HEADING	Notify of suspension or permanent exclusion
LINK TO FORM	Link here
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	Used by schools to notify the LA of any suspension, lunchtime suspension or permanent exclusion. Currently a statutory requirement for schools to inform the LA of all exclusion types.
RELEVANT GUIDANCE	Suspensions and permanent exclusions from maintained schools, academies, and PRUs including pupil movement
SPECIFIC CHANGES	None. The form was mainly revised last year when suspensions were previously known as fixed term exclusions.

PATHWAY NUMBER	2
HEADING	Notify of a potential Child Missing Education (CME)
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	Used by schools to notify the LA of any child who may be or is potentially going to be a Child Missing Education (i.e., moving address elsewhere in the county, country or abroad). This form should not be used for pupils who are on the school roll and generally not attending.

RELEVANT GUIDANCE	https://www.gov.uk/government/publications/children-missing-education
SPECIFIC CHANGES	Tab added called 'about this form' to guide referrers about what a CME is and when form should be completed.

PATHWAY NUMBER	3
HEADING	Notify of a deletion from Admissions Register (previously known as the 'notification of off rolling')
LINK TO FORM	Link here .
DESTINATION OF FORM	Dependent on the ground selected from the list available on the form. This may include the PIAS area mailbox, CME mailbox, Attendance Enforcement mailbox or the Elective Home Education mailbox.
PURPOSE	To notify the LA of any child being deleted from the school admissions register/roll which is a statutory requirement.
RELEVANT GUIDANCE	Regulation 8 – Education Regulations 2006 . Working together to improve school attendance – section 7
SPECIFIC CHANGES	This form has been redesigned to improve the flow when completing it. Wording has been updated, most notably to remove 'off rolling' and align to DfE guidance which refers to 'deletion from the admissions register/ roll.' Most notifications relate to children missing education and there would be a requirement to complete pathway 2 before 3.

PATHWAY NUMBER	4
HEADING	Notify of a part-time timetable
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	To notify the LA of any child whose time in school is being reduced from full time to part time. This is a non-statutory requirement however recommended as best practice.
RELEVANT GUIDANCE	Working together to improve school attendance Suspensions and permanent exclusions from maintained schools, academies, and PRUs including pupil movement
SPECIFIC CHANGES	The previous pathway referred to ' <i>reduced timetables</i> ' but most recent DfE guidance refers to these as part-time timetables, so the terminology has been amended to reflect this. The checklist schools attach is no longer required as some of the themes on it have been embedded directly on to the main notification form. However, if schools do have information they feel relevant and suitable to share then the function to upload documents remains available as a non-mandatory requirement.

PATHWAY NUMBER	5
NEW HEADING	Invitation to Formal Attendance Meeting (previously known as the 'Pathway 5' request consultation for individual pupil)
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	Used by schools to request the presence of a PIAS Officer at a formal meeting in school <i>led by a senior member of staff</i> to talk to parents about their child's attendance, offering support but also laying out potential formalised/legal measures. This is a non-statutory intervention.
RELEVANT GUIDANCE	Working together to improve school attendance para 37, page 16.
SPECIFIC CHANGES	<p>This pathway, which is one of the most common for PIAS, has the most significant changes as it moves to a much more specific purpose for PIAS Officers despite remaining as 'Pathway 5' in the list of links. Formal attendance meetings should be held prior to a school making a referral for statutory attendance intervention (pathway 7).</p> <p>Please speak to your link PIAS Officer if you are unsure which pathway is most suitable.</p>

PATHWAY NUMBER	6
NEW HEADING	Request a Fixed Penalty Notice (FPN)
LINK TO FORM	Link here .
DESTINATION OF FORM	Attendance Enforcement Team mailbox.
PURPOSE	Used by schools to make a request for the LA to issue a fixed penalty notice to parent(s) in cases of unauthorised leave of absence, general unauthorised absence, or if the pupil is found in a public place in school hours during the first 5 days of a suspension without an acceptable reason. The KCC fixed penalty notice code of conduct should always be followed.
RELEVANT GUIDANCE	Working together to improve school attendance – paragraphs 130 to 139. Penalty Notices.
SPECIFIC CHANGES	<p>The word 'fixed' has been added to all references to penalty notices throughout the form to match DfE guidance wording.</p> <p>If you have a query about an FPN you have submitted, please email attendance.enforcement@kent.gov.uk</p>

PATHWAY NUMBER	7
NEW HEADING	Request statutory attendance intervention (previously known as the AS1 statutory referral)
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	Used by schools to make a request for PIAS to undertake an investigation about a potential offence committed by parent(s) under Section 444(1), (1A) and (ZA) of the Education Act 1996 for failing to secure the regular attendance of their child.
RELEVANT GUIDANCE	Working together to improve school attendance
SPECIFIC CHANGES	<p>(AS1) has been removed from the title of the form to align it to terminology used in the DfE attendance guidance.</p> <p>There have been some amendments to the form (like Pathway/link number 5) which include some additional questions to help determine if this pathway is the most appropriate and ensure all other voluntary and formalised interventions have been exhausted as this referral should always be a last resort. Some detailed information is at the beginning of the form to aid the referrer before completing it.</p>

PATHWAY NUMBER	8
NEW HEADING	Request inclusion advice for a pupil
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS area mailboxes.
PURPOSE	Used by schools to request advice or support for pupils, often whom are at risk of suspension or permanent exclusion, or on part time timetables. This form can also be used to request staff / governor training around DfE exclusions guidance.
RELEVANT GUIDANCE	Suspensions and permanent exclusions from maintained schools, academies, and PRUs including pupil movement
SPECIFIC CHANGES	There are only very minor changes to the form to ensure terminology is up to date. Schools should always request parental consent in advance if a PIAS Officer will be invited to participate in a meeting as most meetings are non-statutory. There is a function for schools to upload any relevant documentation to the form, if they wish, which may support the request for PIAS intervention. This has been set up intentionally as an non-mandatory field to complete.

PATHWAY NUMBER	9
NEW HEADING	Request for single registration at a Pupil Referral Unit (PRU)
LINK TO FORM	Link here .
DESTINATION OF FORM	PIAS Service Manager.
DESCRIPTION	Used by mainstream schools to request authorisation from KCC to remove a pupil from roll but can <i>only</i> be used for Year 11 students in specific circumstances detailed on the first page of the form. Approval is made or denied by PIAS Service Manager a not all pupils will meet criteria.
RELEVANT GUIDANCE	None. This is a local KCC directive brought in by a previous Corporate Director.
SPECIFIC CHANGES	None.

PATHWAY NUMBER	10
NEW HEADING	Request PIAS advice and support (KCC services only)
COMMENTS	This is a new pathway which has been created exclusively for KCC practitioners and wider agencies (e.g., Early Help and Social Workers) to request advice and support from PIAS for an individual pupil who may be an open case to their service as well as non-pupil specific advice and guidance.
