

# Ombudsman Public Report Action Plan

HR 8 August 2019

	<b>Outcome and/or Recommendations</b>	<b>Actions and/or Performance Measures</b>	<b>Timescale</b>	<b>Responsible Officer</b>	<b>Progress and Comments</b>
1	Pay Mrs X £1,300 to cover the costs of education that she has had to arrange for Y between October 2018 to January 2019	Raise a payment for this and action	ASAP	Val Waite Josie Warwick	Completed 9.9.19
2	Ascertain the correct funding source for Think Like a Pony and that this is being charged correctly.  Reimburse Mrs X for any further monies paid between January and July 2019	Check with casework officer that EHCP has correct funding  Raise refund as appropriate for Mrs X	ASAP  ASAP	Val Waite Josie Warwick	Completed 9.9.19  Completed 9.9.19
3	Pay Mrs X £1,400 to remedy the Council's failure to assess Y's needs and provide education between May 2018 and October 2018, which once offered, she engaged in. Mrs X may use this as she	Raise a payment for this and action	ASAP	Val Waite Josie Warwick	Completed 9.9.19

	sees fit to meet Y's educational, social and mental health needs;				
4	Pay Mrs X £200 to remedy the time and trouble taken in bringing the complaint to the Council and to us.	Raise a payment for this and action	ASAP	Val Waite Josie Warwick	Completed 9.9.19
5	Review the way it oversees services for children and young people out of school to ensure it discharges its responsibilities for alternative provision under section 19 of the Education Act 1996;	Virtual head teacher appointment	8.11.19	Val Waite Barbara Temple	<p>Update October 2019</p> <p>Continuing to strengthen work with clusters, funding has been agreed to recruit a senior teacher to become a head teacher of a new 'virtual school for social, emotional and mental health'.</p> <p>This will adapt the model and build on the success of the virtual school for children who are looked after in Leeds that has helped significantly improve results and attendance.</p> <p>This post will work with schools and clusters to improve joint working and ensure there are appropriate plans for children who are not in mainstream education. This post is to be filled during the autumn term.</p> <p>The current named lead for children missing out on education covers Elective Home</p>

					<p>Education, Medical Needs Tuition Service, Pupil Tuition Service, SEND tuition service and leads on attendance.</p> <p>Update May 2020</p> <p>Recruitment is now in process after a delay due to COVID-19 pandemic. As an interim measure the seconded head teacher post was extended to ensure there was no gap in support.</p> <p>Inclusion Service has now been established which brings together all the teams working on Children missing from Education agenda.</p> <p>Medical Needs teaching service has been reviewed by Learning Improvement OFSTED qualified officer with a very positive judgement. "MNTS continues to deliver an outstanding quality of education"</p> <p>Inclusion service has been part of the research undertaken by the DFE which identifies best practice for children missing education and LA responsibilities. Draft report just produced.</p>
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6	Provide training and guidance to Council staff, schools and services commissioned to provide alternative education to explain the Council's role and how it will work in practice following the review	<p>New leadership roles for early help and cluster appointed</p> <p>Attendance toolkit updated</p> <p>Brief AIP leads</p> <p>Training for cluster staff</p> <p>Discussions with relevant school staff, cluster leads and councillors with regards governance, responsibilities and future working</p>	8.11.19	<p>Val Waite</p> <p>Paul Reddix</p> <p>Barbara Temple</p>	<p>Update October 2019</p> <p>Recent appointments in the early help service has allowed us to review the structure and governance of clusters. This work will ensure there is consistency and clarity around process and roles and also robust arrangements for escalation.</p> <p>The school attendance toolkit has been updated and disseminated to relevant staff and schools through the Leeds For Learning website. The Toolkit includes updated information on medical needs support.</p> <p>Lead officers in the Area Inclusion Partnership have been briefed and updated on using a graduated approach on 15 October 2019</p> <p>Training for cluster staff is ongoing with the next session to be carried out on 20.11.19.</p> <p>Meetings have been convened with cluster chairs (head teachers), targeted service leaders and councillors. A significant part of these discussions have related to governance and communication</p>
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					<p>issues between the clusters and the local authority.</p> <p>A separate multi-agency meeting was held in early October to look in detail at the current governance arrangements between clusters and the local authority. A piece of commissioned analytical work by the Social Finance organisation will be completed on 5 December 2019 making the recommendations and detailing plans for all clusters to input and record all cluster Early Help activity on the council's children and families' services Mosaic electronic system.</p> <p>Our intention as a local authority is to implement the proposals in the first half of 2020. Our expectation is that this will improve communication and accountabilities between clusters and the local authority.</p> <p>Update May 2020</p> <p>Work is currently underway to review governance and structure of clusters which gives clarity in roles, responsibilities and routes for escalation</p> <p>Plans for further training have been disrupted due to COVID-</p>
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					19 outbreak with on-line solutions now being progressed
7	Have a policy in place for Children Missing Education for medical needs which has full regard to current guidance and legislation	Policy to be drafted	8.11.19	Barbara Temple	<p>Update October 2019</p> <p>An updated draft policy has been produced which details the arrangements for providing education for children not in education over 15 days including those with additional health needs and also includes a named manager as a point of contact. This policy will be used as a 'working draft' until it is finalised. This will be in the autumn term 2019, following legal checks. See attached draft.</p> <p>Update May 2020</p> <p>Policy has been approved and is in operation.</p> <p>In addition an "umbrella" policy is in draft that brings together all services for children missing education, support available and responsibilities of parents and services linked to DFE guidance.</p>

8	<p>Review the educational provision in place for children of compulsory school age who are on roll but have not attended school for more than 15 school days and where alternative provision is not being supplied, to ensure there is an assessment of their educational needs and how these are being met</p>	<p>Introduce a live feed connecting to all schools</p> <p>Notify schools of their responsibilities around reporting absences from school for 10 and 15 school days</p>	8.11.19	Barbara Temple	<p>Update October 2019</p> <p>A new 'live school roll' system to share attendance data between schools and the Council has been introduced in October 2019.</p> <p>Schools will be strongly encouraged, although cannot be obliged, to take part in this new system. Where they do take part, it will enable school absence to be accessed on a real time basis and will mean the authority is notified of all cases where a child is absent for 15 school days. This will hugely improve the Council's ability to actively monitor on a regular basis whether all children are receiving a suitable education.</p> <p>A letter has been sent to all schools reminding them of their duties to notify the local authority of absences of more than 10 days without permission and 15 days due to ill health. The letter also emphasises the need for schools to complete an assessment for the pupil to ensure they are receiving a suitable education. See attached letter.</p>
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					<p>Update May 2020</p> <p>Live school roll was introduced in October 2019. This now enables data on school attendance, exclusions and school roll to be shared in real time with the LA from participating schools. (not mandatory requirement) At present 120 schools have signed on. Work is in progress to ensure all schools have the IT capacity to enrol with a target date for the end of July 2020</p>
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