

## Action plan following LGO decision - 22 014 644

In the above decision the LGO recommended that the Council:

- 1) Develops an action plan to ensure the lessons learned from this and the previous complaint (referred to below) are 'embedded'.
- 2) Refers the investigators' decision to the relevant scrutiny committee. The scrutiny committee should monitor the implementation of the Council's action plan.

### Issues highlighted in the LGSCO's decision

- The Council's *children not being able to attend school due to medical needs or otherwise* policy (the policy) had not been available to the public on the Council's website meaning those seeking support could not obtain the information they required. It should have been available.
- All schools should have the policy and should be regularly reminded through all key forums of the next steps to take when a child is unable to attend school for 15+ days.
- Some staff members within the education directorate were not aware of the policy when they should have been.
- Procedures were not effective in ensuring that when a child was made known to one service within the education department that they passed the information on to the relevant team within the Council so that the right support could be delivered. Communication was not good enough within the department to ensure this didn't happen.

**Action Plan (includes the action plan following the previous complaint)**

What will Happen?	By who/when	Outcomes/updates
<ul style="list-style-type: none"> <li>• Ensure that an officer in the Access to Education team has key oversight of the policy and practice around children not being able to attend school due to medical needs or otherwise is kept updated. This needs to be saved centrally and known by at least 2 key officers and the 2 Head of Service (HOS) for Access to Education and SEND, in case of absence/staff changes.</li> <li>• Ensure the <i>children not being able to attend school due to medical needs or otherwise</i> policy is available on the Council's website as part of the Local Offer.</li> <li>• Ensure that all staff within the Education directorate are aware of the <i>children not being able to attend school due to medical needs or otherwise</i> policy and in addition to the above ensure that this is circulated biannually.</li> <li>• Ensuring that all schools have the updated policy and are regularly reminded through all key forums of the next steps to take when a child is unable to attend school for 15+ days.</li> </ul>	<p>Head of Access to Education by 01.11.21</p> <p>SEND Strategy and Improvement Manager to ensure this policy is included in the Croydon Local Offer and to do so immediately.</p> <p>Head of Access to Education to ensure the policy is circulated biannually.</p> <p>Head of Access to Education by 01.11.21</p>	<p>Key officers- Head of Service Access to Education Documents saved on S/P in inclusion and SEND areas under Education Otherwise Than At School (EOTAS) heading.</p> <p>Policy was uploaded to the Local Offer site on 25.07.23.</p> <p>Policy was sent to all staff on 03.08.23. Policy will need to be sent again by February 2024.</p> <p>All update and referral pathways sent to schools in the November 2021 bulletins.</p>

<ul style="list-style-type: none"> <li>• Ensuring that the Springboard provision is accessible via referrals (form available centrally) and that all schools and internal officers know this process and the relevant statutory guidance.</li> <li>• Ensure that any parent/carer whose child is not attending school due to medical reasons or other otherwise knows the provision contact and has a named council contact to check in with monthly.</li> <li>• To ensure that the relevant team within the directorate is made aware when a child is not attending school due to medical reasons or otherwise a member of the Access to Education service will attend the SEN Statutory Assessment Group (SAG) panel. This will ensure that if such a request comes in and it is clear the child is not attending school the relevant team is made aware immediately and can take the relevant action to support the child.</li> </ul>	<p>Head of Access to Education by 01.01.2021</p> <p>Head of Access to Education/Head of SEN by 31.10.21.</p> <p>SEN department to ensure a member of Access to Education service is invited to SAG Panel meetings. The member of the Access to Education service to ensure they attend these meetings. This is already taking place but must now continue.</p>	<p>A member of the Access to Education service started attending the SAG panel from September 2023 and will continue to do so.</p>
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Approved by: Director Education  
Head of Service for Special Educational Needs  
Head of Service for Access to Education