

Education, Children and Families Committee

10am, Tuesday, 1 March 2016

Short-Life Working Group - School Admissions/Appeals

Item number	8.2
Report number	
Executive/routine	
Wards	All

Executive Summary

This is a further progress report on the work of the short life member/officer working group following the report and decision at the [Education, Children and Families committee on 8 December 2015](#) where a request for the short life working group to meet again was agreed.

This report outlines further work by the short life working group on the progress specifically of the action plan since December 2015.

Links

Coalition pledges	P5
Council priorities	CO1 , CO3 , CO6
Single Outcome Agreement	SO1

Short-Life Working Group - School Admissions/Appeals

1. Recommendations

- 1.1 Note there has been further progress made to date on improving the quality of information on the admissions and appeals process available on the Council website and that further work has been undertaken to improve the quality of public information to ensure that all relevant information can be easily accessed.
- 1.2 Note that a formalised open recruitment and selection process has now taken place.
- 1.3 Note the findings of the survey monkey of young people (see appendix 1).
- 1.4 Note the development of a comprehensive communications strategy which will be implemented over the course of 2016 (see appendix 2).
- 1.5 Note the ongoing development of an annual mandatory training programme for panel chairs/members and all officers, including head teachers, who are involved in the Appeals process is well underway.
- 1.6 Request that the next annual report on school admissions and appeals will include an update regarding the progress made on the recommendations within the December [report](#) and include statistics and data relating to school placements and the number of out of catchment requests; the number of appeals lodged; the number heard of common and individual cases won on appeals. To build up long term data trends and identify areas of priority.
- 1.7 Note the Short Life Working Group has now considered and produced a more user friendly policy and associated procedures, which is a separate item on the agenda for this Committee.
- 1.8 Note the action plan has been updated in line with progress made (see appendix 3).

2. Background

- 2.1 Following the December [report](#) and the request that the Short Life Member Officer Working Group on School Admissions/Appeals meet again before the March committee a meeting took place on 28 January 2016. The focus of the meeting was on the progress of the action plan, the communication strategy and the changes to the policy and procedures.

3. Main report

- 3.1 The group met on a further occasion to discuss progress made from the December committee report specifically as regards to the action plan.
- 3.2 The action plan has been further updated from the December report to show progress of actions.
- 3.3 A communications strategy has been developed and will be put in place to support the registration and placing process to ensure key messages are consistently shared with parents across the city, managing their expectations throughout the process. This aims to ensure that messages relating to rising rolls and the impact on catchment numbers and placing requests are clear with parents encouraged to choose their local (catchment) school. The strategy also includes development of a communications toolkit to support schools improve their own communication messages and methods
- 3.4 Following an advertising campaign and open recruitment evening, applications were invited for volunteer positions on the City of Edinburgh Placing in Schools Appeal Committee. Interviews were held on 3 and 8 February 2016, conducted by a panel comprising of the Appeal Committee Officer, the Legal Adviser to the Committee and a Councillor. The Panel have recommended that the Council approve the appointment of four new members. Subject to Council approval, this increases the pool of Committee members to fifteen (five chairs and ten members). This is in addition to Elected Members from the Education Children and Families Committee who are eligible to sit on the Appeals' Committee.
- 3.5 A survey monkey was issued to young people (see appendix 1) via the Young Edinburgh Action (YEA) who are one of the main consultation forums with young people used in Communities and Families. We engage regularly with this group on key development of services for young people in Edinburgh. The aim of the Young Edinburgh Action group is to facilitate young people's meaningful participation in partnership working and decision making.
 - 3.5.1 The survey was distributed to the YEA and is regularly accessed by 100 young people who we normally use for consultation. The number of completed returns was 25 giving a 25% return. Just less than half of those who answered said they and their families had considered a different school from their catchment school. This analysis is in line with our original survey in December where over 600 interested parties were consulted with.
 - 3.5.2 The young people highlighted the following:
 - 3.5.2.1 Reputation is the main reason they believe for parent/carers choosing a school other than their catchment school (69.57%).
 - 3.5.2.2 Views of young people in the process are important (54.17%).
 - 3.5.2.3 The comments made will be considered by officers and some will be addressed through the communication plan and by the lead communities and families officer for the YEA.

4. Measures of success

- 4.1 Parents tell us that the process is better.
- 4.2 More panel members and chairs are available to sit on panels.
- 4.3 Training is delivered to all and positively evaluated. Future evaluations of the process are positive.
- 4.4 A more comprehensive and user friendly web site.

5. Financial impact

- 5.1 An improved website means a reduction in enquiries to the school placement team and complaints phone line.

6. Risk, policy, compliance and governance impact

- 6.1 There is no cost to this progress report, other than those mentioned in the December committee report ([LINK](#))

7. Equalities impact

- 7.1 There are no risks associated with this report.

8. Sustainability impact

- 8.1 There are no negative impacts arising from this work.

9. Consultation and engagement

- 9.1 There are no adverse economic, social or environmental impacts.

10. Background reading/external references

- 10.1 The survey monkey for young people extended the consultation to 100 young people since the last report. The Communication plan in appendix 2 also demonstrates further plans for ongoing engagement with parents in particular.

Alistair Gaw

Acting Executive Director of Communities and Families

Maria Lloyd, DA to Convener of Education, Children and Families

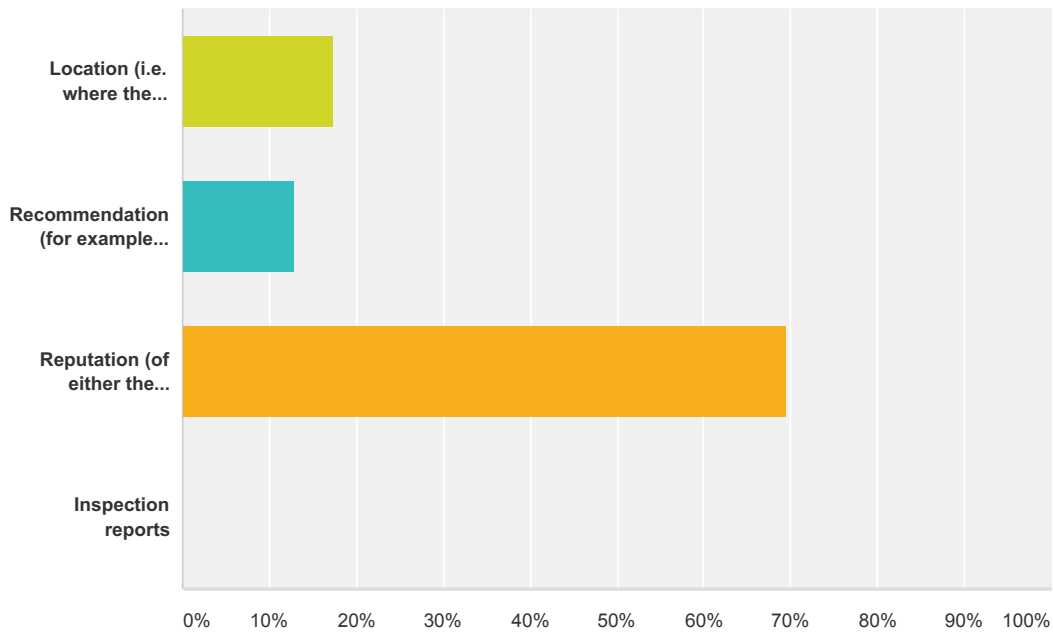
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11. Links

Coalition pledges	P5 - Seek to ensure the smooth introduction of the Curriculum for Excellence and that management structures within our schools support the new curriculum
Council outcomes	CO1- Our children have the best start in life, are able to make and sustain relationships and are ready to succeed CO3 - Our children and young people at risk, or with a disability, have improved life chances CO6 - Our children's and young people's outcomes are not undermined by poverty and inequality
Single Outcome Agreement	SO3 - Edinburgh's children and young people enjoy their childhood and fulfil their potential
Appendices	1 - Young People Survey 2 - Communication strategy 3 - Short Life Working Group Action plan

Q1 Why do you think parents/carers choose schools other than their catchment school?

Answered: 23 Skipped: 2



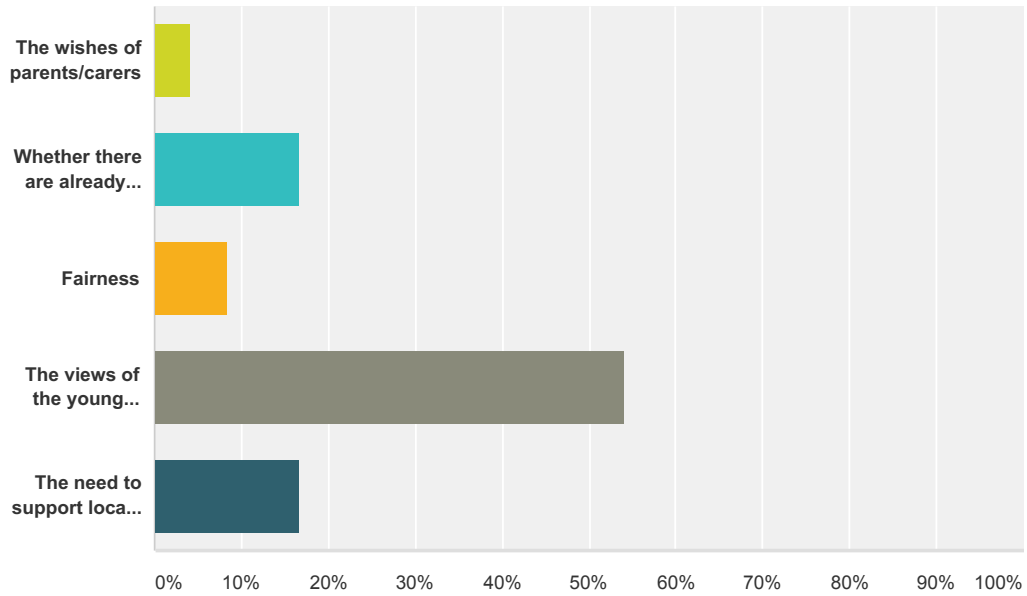
Answer Choices	Responses
Location (i.e. where the school is)	17.39% 4
Recommendation (for example, from other parents or pupils)	13.04% 3
Reputation (of either the local school or the one they choose)	69.57% 16
Inspection reports	0.00% 0
Total	23

#	Other (please say)	Date
1	They think they are upper class, and they are 'snooty'	12/14/2015 8:50 PM
2	Could be because child has family at the other school.	12/8/2015 10:46 PM

Q2 What do you think should be the most important thing to consider when making decisions about placing requests?

Answered: 24 Skipped: 1

Young people's views on school placing



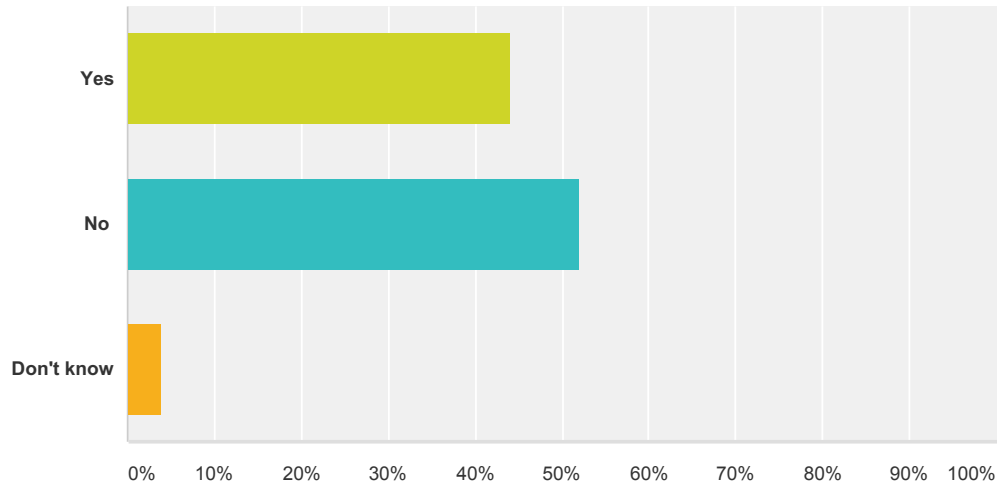
Answer Choices	Responses
The wishes of parents/carers	4.17% 1
Whether there are already brothers or sisters at the chosen school	16.67% 4
Fairness	8.33% 2
The views of the young person	54.17% 13
The need to support local schools	16.67% 4
Total	24

#	Other (please say)	Date
1	Specific needs of the young person and the schools' ability to cater for them	12/18/2015 11:57 AM

**Q3 Do you have any experience of this?
(For example, do you go to a school which
is not your local school? Or did your
parents/carers try to get you a place at a
different school?)**

Answered: 25 Skipped: 0

Young people's views on school placing



Answer Choices	Responses	
Yes	44.00%	11
No	52.00%	13
Don't know	4.00%	1
Total		25

Q4 If yes, can you tell us what happened and what you thought about it?

Answered: 9 Skipped: 16

#	Responses	Date
1	A placement was not granted for the school my parents wanted me to go to as I was outside the catchment area, did not go to the feeder primary schools and the school was full. I then had to go to my catchment high school until a place was made available. this took several months and caused a lot of upheaval.	12/10/2015 5:18 PM
2	I chose not to go to my catchment school because it did not have as a good a reputation as the school I go to now.	12/10/2015 8:02 AM
3	Moved to XXXX from my catchment school as the reputation was great for walking out of school straight into a job which over 70% of 4/5/6th year students do every year	12/10/2015 12:40 AM
4	I attended XXX High School this was through my own personal choice as I didn't want to go to my local catchment school. I applied to attend a different high school and was accepted which meant I had a meeting with one of the guidance teachers. I loved being at a different catchment school as I settled in really well.	12/8/2015 10:46 PM
5	I got into school, then we moved house out of the catchment and my brothers had to appeal. It went well and they got places.	12/8/2015 10:40 PM
6	My catchment school was XX but my friends from primary said they were going to XXXXX so I decided to go there instead.	12/8/2015 8:40 PM
7	I may potentially be moving schools next year and I'll have to make a request	12/8/2015 7:08 PM
8	I didn't want to go the catchment school because it is a bad school so I didn't go	12/8/2015 5:44 PM
9	My parents moved me from my local school to a private school because of the reputation of it and they thought I would get a better education	12/8/2015 5:13 PM

Q5 Please use this space to say more about any of your answers above or to tell us

Young people's views on school placing
more about what you think about placing requests.

Answered: 5 Skipped: 20

#	Responses	Date
1	Many parents prefer to send thier children to out of catchment schools if they believe that that school will provide a better education for thier child so making sure that local schools have the same level of staff ability is probably really crucial. Also in some areas the pupils are less willing to learn which means that the grade average for the school id broight down making it seem like it provides a worse education making parents wary of sending thier child there hence changing pupil mentality towards learning is also important to local schools.	12/18/2015 12:46 PM
2	I think people from the catchment should be given priority spaces but then others should get the spaces left but give a reason for they wish to attend the school both given by the parent and the young person themselves.	12/9/2015 10:33 PM
3	I think its really important to consider the views of the child, too often what they want is overlooked. If they want a better chance at a better education and their local school doesn't reach those standards they should be allowed to pick outside their catchment. Private school students don't have catchments, they get to choose and by denying the same decision to state students only widens the gap between them.	12/8/2015 10:40 PM
4	I feel that the catchment school idea should be dropped.	12/8/2015 8:40 PM
5	Sometimes poeple want to go schools outsid eof their catchment because they went to the catchment primary there and may have since moved away, therefore menaing the majority of their friends will all go a different high school.	12/8/2015 4:57 PM

Communications Strategy: School Admissions

This strategy has been developed to:

- Ensure parents understand the procedures for registering their child/ren for school
- Understand the admissions and placing policy
- Encourage parents to have confidence in and choose their local school
- Encourage parents to have confidence in the appeal process

Background

The admissions process begins each year in November for children starting P1 or S1 the following August. This process is managed centrally by the Communities and Families Service. The registration process for children starting school at other stages or a different time of year is managed by individual schools. A number of themes have been identified and this communication strategy aims to clarify the position and ensure parents clearly understand the policy and decisions that are made as a result of it.

Key messages

- Local Schools for Local Children (Open Day publicity)
- Time to register for primary schools (Registration weeks publicity)
- Rolls are rising which means there are fewer opportunities for placing requests to be granted
- All our schools offer high quality educational provision

There are a number of issues that also need to be clearly explained to parents at different stages in the process

- Admissions policy – allocating places
- Rising rolls mean we may need to prioritise places in RC schools for baptised RC children
- Nursery places – no guarantee of a primary place in the school unless you live in the catchment area

- Placing requests for older child/ren don't guarantee places for younger child/ren –
- Reserved places – how and why we do this
- Fraudulent applications – cracking down on fraud/checking addresses
- Appeals process

Audiences

Our main audiences are parents of children who will be starting P1 and S1, though it has to be recognised that for many parents the choice of school is made much earlier than the year before their child is due to start school.

Other audiences are:

- Parents of children starting at different stages
- School staff
- Elected Members
- Local MPs and MSPs

Communications Channels

There are a wide range of channels that can be used to promote our messages:

- Individual school websites and newsletters
- Council website – dedicated registration pages and news pages
- Local media – Evening News, Edinburgh Reporter, STV etc
- Poster and flyers
- Paid advertising – newspaper and online
- Council social media accounts (Edinburgh_cc and edinhelptwitter accounts, Edinburgh Council facebook)

Communications Action Plan

Event/Message	Tool	When
Primary Schools Open Day – local schools for local kids	Annual promotional campaign using range of tools: <ul style="list-style-type: none"> • Posters and flyers (council and private nursery providers, primary schools, community venues) • Social media • Council website Open Day pages • Media release • School websites/newsletters 	October each year (Open Day normally early November)
Registering your child/placing process	Registration week - annual event <ul style="list-style-type: none"> • Adverts – Evening News & Metro • Social media • School websites • Posters CEC website improved to make information easier to read Admissions booklet Q&A/Factsheets- to assist Parent Councils and Staff respond to parental queries at key stages in the process – for example when draft class organisation information comes out in February	Late October/early November – registration week normally second week in November Oct 2015 Copy annually reviewed. -on an annual basis Late Jan/early Feb (in advance of Parent Council meetings on 2016 class organisations)

	Regular updates to CCWP and Neighbourhood Groups	
Cracking down on fraud	Media campaign/release	Key stages throughout placing process. Release/case studies gained widespread publicity in October 2015 Reminder campaign March/April when placing letters out? This is also in the Admissions bOoklet at the moment
Rising Rolls – less spaces for out of catchment pupils	<ul style="list-style-type: none"> • Evening News articles coinciding with reports/letters • Press releases/social media coinciding with releases • Opinion pieces on rising rolls at key stages in process 	Oct/Nov during Open Day/Registration week Dec – annual rising rolls committee report March – annual report on school capacity issues for forthcoming year All to reinforce key messages re placing process
Changing perceptions of individual schools	<ul style="list-style-type: none"> • Unsuccessful placing requests letter – review existing letter and follow up with new letter from HT at allocated school? • Develop communications toolkit that can be used by individual schools • Review school handbook and identify ways of making individual school handbooks more attractive/useful to individual parents 	March 2015 March 2015 March 2015

Short Life Working Group: School Admissions/Appeals

Schools Admissions/Appeals proposed action plan- working document. Updated January 2016

For all areas below a Lead Officer(s) is mentioned at the top of the table. This lead officer is the person who will co-ordinate all the actions in their table.

Consultation Lead Officer: Departmental Adviser (DA) to the Convener of Education, Children & Families Committee

Action	By whom	By when	Progress/Comments
Invite various interested parties to SLWG to give their views on the process- include Parents/Panel Chairs/Panel Members / HT Representatives and Union Rep	DA to the Convener of Education, Children & Families Committee /Convener of Education, Children & Families Committee / Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)/Parent Rep	17/10/15	Completed.
Issue draft survey monkey to SLWG for approval	Principal Officer, Engagement & Involvement/DA to the Convener of Education, Children & Families Committee /Comms Client Manager	23/10/15	Completed.
Issue survey monkey to distribution lists	Senior Education Manager (Inclusion & Pupil / Parent	2/11/15	Completed.

	Support)/Committee Services		
Analyse and then Report back findings of the survey monkey to the SLWG	Principal Officer, Engagement & Involvement/DA to the Convener of Education, Children & Families Committee /Comms Client Manager	17/11/15 and via email to SLWG members as the full analysis will not be completed by 17 Nov.	Completed.
Collate a range of data including numbers for stage appeals and what schools parents are appealing out of and into?	DA to the Convener of Education, Children & Families Committee /Senior Education Manager (Inclusion & Pupil / Parent Support)/Placing in schools team/Committee Services	17/11/15	Completed.
A survey monkey to be developed for young people to gain their views. Use Edinburgh Youth Forum to do this.	Principal Officer, Engagement & Involvement/ DA to the Convener of Education, Children & Families Committee / Youth Work Strategy Implementation	25/11/15	Completed. Survey distributed on 25/11/15 and concluded on 5/01/16. Analysis being shared at SLWG on 28/01/16

Continually adapt/update action plan based on the feedback from discussions/ consultations and survey monkey results	DA to the Convener of Education, Children & Families Committee	Ongoing	Completed
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Placing in schools Paperwork Lead Officer: Senior Education Manager (Inclusion & Pupil / Parent Support)

Action	By whom	By when	Progress/Comments
Review non-catchment placing request form	Placing in schools Team/Senior Education Manager (Inclusion & Pupil / Parent Support)	30/10/15	Completed.
Consider how the 'exceptional' pupils are deemed exceptional. Should this be a group that does this like is in practice for referrals to Special Schools?	Senior Education Manager (Inclusion & Pupil / Parent Support)/	26/1/16	Completed.

Website: Lead Officers Senior Education Manager (Inclusion & Pupil / Parent Support) (content) and Management Information Systems Officer (analysis/testing) Graeme Smith (web content)

Action	By whom	By when	Progress/Comments
Develop case studies to trial the website	Comms Client Manager	12/10/15	Completed.
Deliver a report on the case studies and accessibility to the SLWG in October	Management Information Systems Officer	20/10/15 to issue on 23 October for discussion at SLWG on the 27 October	Completed.
Amend website from these findings including: 1.1 Make clearer on website that non-catchment schools may not be possible e.g. a note about siblings not automatically entitled to be schooled together. 1.2 To help mobile users ensure that links to each part of the guide are included in the body	Management Information Systems Officer/Senior Education Manager (Inclusion & Pupil / Parent Support) and Placing in schools team	30/10/15	Completed.

<p>of the content rather than just in the guide title section.</p> <p>1.3 To help mobile users whenever the guide is mentioned include a link in the body of the content rather than just in the guide title section.</p> <p>1.4 Modify the circular links in the guide to send back to webpage where oyu can download the guide</p> <p>1.5 Blue hyperlinks made</p>			
<p>Get ASL information to include on web site</p>	<p>Service Manager Professional Services/DA to the Convener of Education, Children & Families Committee</p>	<p>4/4/6</p>	<p>Council web team to do.</p>
<p>Add ASL information to website</p>	<p>Management Information Systems Officer/ Senior Education Manager (Inclusion & Pupil / Parent Support) and Placing in schools team</p>	<p>4/4/6</p>	<p>Council web team to do.</p>

<p>Add more specific information on Broughton re Football/ Music and Dance and specific number of places allocated for these</p>	<p>Placing in Schools team/ Senior Education Manager (Inclusion & Pupil / Parent Support)/Broughton HT</p>	<p>30/10/15</p>	<p>Completed.</p>
<p>Include the nursery classes' information on websites i.e. Reinforce nursery classes in Primary schools are not catchment to the Primary school for non catchment children make it clear that if you attend an out of catchment nursery class in a school the chances are that the child will not be able to progress into that out of catchment primary school.</p>	<p>Senior Education Manager (Early Stages)/Early Years & Childcare Manager/Quality Improvement Officer and Placing in school team</p>	<p>30/10/15</p>	<p>Currently work ongoing on standardising enrolment forms for all nursery children across the City. This includes information that nursery classes in primary schools are non-catchment. This is clear in the Early Year policy.</p>
<p>Review placing booklet and update</p>	<p>Comms Client Manager /Senior Education Manager (Inclusion & Pupil / Parent Support)/ Placing in schools team /Management Information Systems</p>	<p>30/10/15</p>	<p>Completed. However there needs to be another re-draft the schools placement guide with an emphasis on lowering the gunning fog readability score.</p>

	Officer/Senior Solicitor		
Reserved Places policy need to be made clearer for parents in particular and be available on website.	Senior Solicitor/ Senior Education Manager (Inclusion & Pupil / Parent Support)	1/12/15	Completed.
Link to be placed in guide to the school placement appeals webpage.	Comms Client Manager/ Senior Education Manager (Inclusion & Pupil / Parent Support)/ Placing in Schools Team and Management Information Systems Officer	4/3/16	Completed
Other year / stages application form to be made dynamic, currently needs to be printed out and then sent to school	Comms Client Manager/ Senior Education Manager (Inclusion & Pupil / Parent Support)/ Placing in Schools Team and Management Information Systems Officer	4/4/16	Being worked on.
Another test will be done on the website by the web team in Nov 2016	This is a yearly test to test our user experience	November 2016	Council web team to carry this out.

Admissions Policy/ Paperwork: Lead Officer Senior Education Manager (Inclusion & Pupil / Parent Support)

Action	By whom	By when	Progress/Comments
Consider what aspects need to be redrafted to ensure clarity of information. Including reserved places. Clearly outline how places are allocated in other stages.	Senior Education Manager (Inclusion & Pupil / Parent Support)/ Senior Solicitor/ Comms Client Manager/ Executive Director of Communities & Families and SLWG	8/12/15	Completed. This information is included in the Placing in Schools booklet.

Recruitment: Lead Officer Committee Services

Action	By whom	By when	Progress/Comments
Recruitment protocol to be revised/set up for all panel members	Committee Services/Senior Solicitor/Comms Client Manager	8/12/15	Completed
A protocol for chairs and panel members and officers is drawn up in relation to their remit and responsibilities with regard to the appeals process.	Senior Solicitor/Committee Services	4/4/16	This is for both officers and panel chairs/members.
Organise an Open night for	Committee Services/Senior	8/12/15	Completed. Interview

<p>recruitment- including an application form.</p> <p>Promote this event via the various contact channels including Parent Chairs/CCwP/HT/CLD links/ QIO network/Brightfutures information on this also.</p>	Solicitor		carried out on 3/2/16
Designer from Comms to help with flier	Comms Client Manager/Committee Services	Ongoing	Completed
Seek to increase the number of panel members by mentioning to Neighbourhood groups/CCwP	Senior Education Manager (Inclusion & Pupil / Parent Support)	Done on 1.10.15	Completed
Targeted approach to previous employees	Committee Services/ Senior Education Manager (Inclusion & Pupil / Parent Support)/ DA to the Convener of Education, Children & Families Committee	24/11/15	Completed
Email all Parent Chairs to invite them to Open night	Senior Education Manager (Inclusion & Pupil / Parent	24/11/15	Completed

and invite former parent reps from CCwP via email	Support)/ Committee Services		
Review /consider whether additional support (for example officer attendance at appeals) is required for other stage appeals that are led by Head Teachers	SLWG	24/11/15	This was included as a recommendation in the December 2015 Committee report and will be considered.
Consider letters being sent out to parents following appeal to have more details of reasoned for the appeal not be upheld	Committee Services	May- July 2016	This was included as a recommendation in the December report 2015 and will be trialled in the appeals process from May onwards. See recommendation in report
Consideration on holding appeals outside the City Chambers and Lothian Rooms to exemplify that the appeals are independent and in less formal settings	Committee Services	11/4/16	Committee Services looking into this in terms of availability of venues.

Training for officers; Lead Officer Senior Solicitor

Action	By whom	By when	Progress/Comments
Training for all committee members	Committee Services/Senior Solicitor/Recruitment	March/April 2016	In progress.
Agree mandatory training for all new panel members/chairs and officers	SLWG / Committee Services/Senior Solicitor	8/12/15	Recommendation in the December 2015 Committee report
Improve the quality of training.	Senior Solicitor/Committee Services/ Senior Education Manager (Inclusion & Pupil / Parent Support)	4/4/15	Being taken forward.
Agree the possibility of agreeing mandatory yearly updated training for all involved in the process and closer updates/training to when appeal will actually take place	SLWG / Committee Services/Senior Solicitor	8/12/15	Completed. Recommendation in the December 2015 Committee report
Discuss and develop a yearly mandatory update for all panel members/ chairs and officers.	Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	8/12/15	Completed. Recommendation in the December report 2015

Discuss how best to use officers in the appeals process and who is required and when.	Executive Director of Communities & Families/Head of Schools & Lifelong Learning/Head of Resources	8/12/15	Recommendation in the December report 2015
Consider alternative options to Education officers presenting the appeals and the cost related to this	SLWG/ Executive Director of Communities & Families	31/03/16	This was included as a recommendation in the December 2015 Committee report and will be considered.
Consider officer support for HT at stage appeals/exclusion appeals and/ or provide a crib sheet for this	SLWG/Executive Director of Communities & Families	31/03/16	This was included as a recommendation in the December 2015 Committee report and will be considered.
Consider offering training to school administration staff and /or Business managers on the appeals process as they often assist HTs	SLWG/Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	6/4/16	Final decision to be made on this by HoS &Executive Director
Develop more case studies for all to include in training. These should include examples of the various	Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	Ongoing	Issues/ideas from the interested parties and survey monkey results were noted to consider for future

issues raised during the SLWG and in the Survey Monkey.			training.
Explore how technology might be used more during the appeals process including for Chairs	Placing in schools team/ Committee Services/ Senior Education Manager (Inclusion & Pupil / Parent Support)/Management Information Systems Officer/Comms Client Manager	4/3/16	This is being considered.
Develop evaluations to be completed after training.	Senior Solicitor	4/4/16	Being worked on.
Consider using a Survey Monkey to review the process each year.	Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	4/4/16	Decide on when to use this.

Training for the Independent Appeals Committee; Lead Officer Senior Solicitor

Action	By whom	By when	Progress/Comments
Agree mandatory training for all new panel members/chairs and officers	SLWG / Committee Services/Senior Solicitor	24/11/15	Was a recommendation in the December 2015 report.

Agree the possibility of mandatory yearly updated training for all involved in the process and closer updates/training to when appeal will actually take place	SLWG / Committee Services/Senior Solicitor	24.11.15	Was a recommendation in the December 2015 report.
Explore the costs for External training provider for the Chairs and Panel Members	Committee Services	24.11.15	Was a recommendation in the December 2015 report.
Discuss and develop a yearly mandatory update for all panel members/ chairs and officers.	Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	6.12.15	Was a recommendation in the December 2015 report.
Develop more case studies for all to include in training. These should include examples of the various issues raised during the SLWG and in the Survey Monkey.	Senior Solicitor/Committee Services/Senior Education Manager (Inclusion & Pupil / Parent Support)	Ongoing	Issues/ideas from the interested parties and survey monkey results were noted to consider for future training.
Explore how technology might be used more during the appeals process including for	Placing in schools team/ Committee Services/ Senior Education Manager (Inclusion & Pupil / Parent	4/4/16	Considering the use of this and access to the web.

Chairs	Support)/Management Information Systems Officer/Comms Client Manager		
Consider how the quality assurance of the process including the Independent Panel	Senior Solicitor	Ongoing	

Communication and improving perceptions for schools in relation to Placing in schools and Appeals: Lead Officer Comms Client Manager

Action	By whom	By when	Progress/Comments
All data held should be in a similar format so that it is easier to share.	Committee Services /Senior Education Manager (Inclusion & Pupil / Parent Support)/Placing in schools team	6/5/16	Meeting with relevant officers to take this forward.
Many appeals are due to other siblings in schools. This needs to continue to be addressed more in communications	Comms Client Manager/Placing in schools team/ Senior Education Manager (Inclusion & Pupil / Parent Support)	Ongoing	Included in comms plan and reinforced in Q&As for Parent Council/Elected members
Share the Comms plan that	Comms Client Manager / Parent	11/2/16	Plan included as part of this

already exists and add to this taking into account the views and issues raised via the SLWG.	Rep/Placing in schools team/Senior Education Manager (Inclusion & Pupil / Parent Support)		report.
Share good practice from the Open Days with schools and give further guidance on this to HT's	Comms Client Manager/Parent Rep/Placing in schools team/Senior Education Manager (Inclusion & Pupil / Parent Support)/Quality Improvement Manager - Primary	6/5/16	Guidance already exists but will be improved. Share good practice at a HT meeting. Good practice/marketing toolkit being produced
Identify where the most out of catchment requests are being made and help publicise the school with the aim of addressing negative perceptions of the school.	Placing in schools team/ Comms Client Manager	1/4/16	Part of the Communication strategy.
Following failed appeals – need to encourage parents to visit their catchment school to put their minds at rest that they don't need to	Comms Client Manager/ Placing in schools team	1/4/16	Draft letter to be used by HT's

be worried? Develop a letter for schools to send following the appeal not being upheld.			
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