

Admissions (2000-2001)

The service improvements generated from the review have all been successfully implemented. Processes are in place to ensure that policies are regularly reviewed both to ensure continuous improvement and to comply with changes in legislation and national initiatives.

Area for Improvement	Progress
Improved access to information by schools and parents.	A co-ordinated admissions scheme is now in place. Letters are sent to parents and schools and information is available on the Education Directorate's web pages.
Make changes to the over-subscription policy.	Over-subscription policy has been reviewed and stated SEN children with defined schools are given first admission priority. Local Area Forum (LAF) reviews the policy on an annual basis.
The appointment of a senior officer to assist with admissions appeals.	Officer in post from September 2001.

Supply of School Places (2000-2001)

Progress has been made against all the recommendations. Introduction of a central database has made information processing more efficient and a new DfES method of measuring capacity has made possible more accurate assessment of school places.

Area for Improvement	Progress
Improved liaison with planning & housing departments.	Education Personnel on Development Impact Group.
Development of electronic databases shared between the LEA and schools	Termly returns data populated into IDEAR database. Database being expanded to include admissions and SEN data.
Maximise benefits for pupil projections from the Pupil Level Annual School Census.	Additional checks included at PLASC collection to ensure accurate data available. List of all postcodes and catchment areas kept up to date.
Introduction of improved forecasting techniques.	Discussions with other authorities and internet research to ascertain methods of forecasting.
Improved links to the admissions service.	Regular contact regarding capacity assessments and admissions.
Increase profile and scope of forecasting in planning process.	Contact made with data research officers, plus population information available on intranet.
Liase with Inspection service to determine best way forward.	Consultant employed to report on practice elsewhere in county to identify good practice.
Consult with partners regarding proposed changes.	Regular discussions with Headteachers, SOC and AMP group. Capacity recalculated regularly.
Monitor falling rolls and advise schools of future projections.	School level report being developed to give all schools indication of future numbers and other benchmarking information.

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Education Welfare Service (EWS) (2000-2001)

A number of improvements have been made to the EWS resulting in improved access to schools, parents and pupils, an increase in the number of cases being dealt with (from 600 in 2002 to 800 in 2003) and improved pupil attendance in both the primary and secondary sectors.

Area for Improvement	Progress
Written policies and operating procedures will be more sharply defined.	A new policy was implemented in 2002. This will be updated in 2004 (using best practice from Liverpool CC) to include penalty notices to parents.
Information given to parents and schools will be improved.	An improved home/school liaison leaflet was issued to schools. Further improvements will be made in 2004. Letters to parents have also been improved – using the Birmingham model.
Service delivery will be enhanced by improved ICT facilities.	The service now has 4 PCs, enabling efficient contact and information exchange with schools. Referrals are now received by email.
Revised service level agreement to outline schools' entitlement much more clearly and enable them to purchase additional support.	Staffing and resource constraints have prevented the service offering additional support to schools. However, improvements have been made – including piloting fast tracking with 2 high schools.
Skills of other agencies can be incorporated into the service.	The service now operates using social work methods such as communication methods and work with the families to resolve problems. The service has strong links and shares good practice with YOT.
Procedures for references to court will be tightened.	Procedures have been tightened. Now include penalty notices as a way to avoid court proceeding. However, more court cases have also now been processed.
EWOs will be deployed in the most efficient manner.	EWOs are now more school based to improve access to schools. A workload recording system makes possible case strategy review and continuous improvement.

Education Services to Schools (2001-2002)

This review considered two services – the Instrumental Music Service and the School’s Library Service.

Herefordshire Music Service

Considerable progress and improvements to the service have been made by the IMS. Continuing improvements will be made as part of the routine service planning process and ongoing review and monitoring and also through external inspections such as Ofsted (HMS inspection expected in the near future).

Area for Improvement	Progress
Re-launch IMS as the County Music Service. Communicate changes to customers.	Service re-launched in September 2003 as Herefordshire Music Service. Information and guidance to parents issued in September 2003. Staff newsletter issued in September 2003 and Service Handbook updated. Termly newsletter issued to schools.
Review Head of the County Music Service pay and conditions.	Post re-graded from September 2003 with a further review planned for September 2004.
Recruit business manager to develop financial opportunities and the business side of the service.	Business manager functions now with a member of the IASPS team. New financial control management arrangements in operation from April 2002.
Seek additional funding resources via external funding unit.	Additional funding obtained for musical instruments from Youth Music and New Roots (2003-2004).
Review clerical support assistance.	Review covered by Job Evaluation exercise. Additional clerical support provided from January 2004.
Produce an annual business and service development plan with clear and measurable financial and performance targets.	Plans and performance measures benchmarked with Education services. Plan published and updated termly. New process and database in place since September 2003.
Identify and obtain sponsorship for events. Further develop existing links and create new ones with local and national organisations.	Funding obtained for Bosnia appeal and Elgar in Hereford. Sponsorship obtained from New Roots and Youth Music. Successful links established with Norman’s Music Burton-on-Trent and BBC Hereford and Worcestershire.
Create & develop an effective support organisation to expand opportunities in all forms of music and the creative arts.	Bursary scheme for free tuition and free instrument hire implemented in September 2003. Scheme for endangered and protected species (minority instruments) in place from January 2004.
Establish a network of leading music teachers to improve curriculum support for music.	Regular termly meeting established by Heads of Music departments in all High Schools from April 2003. List of support & curriculum teachers in place. Partnership with Music Pool expanded to cover curriculum advice. Advanced skills teacher recruited at Haywood High.

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Examine feasibility of a second Advanced Skills Teacher support in primary school music and appoint if appropriate.	Budgetary constraints have prevented appointment.
Explore possible options for a cost effective instrument leasing programme.	Using a private company was found to have prohibitive costs. Additional income identified, financial systems improved. Guidelines amended annually to meet demands from schools.
Revise tuition fees to maintain financial viability of the service whilst safeguarding the interests of all pupils.	Fees increased by a smaller amount than previous years. Bursary scheme introduced from September 2003.
Continue to monitor the HCMS budget on a monthly basis.	Ongoing monitoring in place.

School's Library Service (SLS)

Improvements have been made to the service as a result of the review. Continuing improvements will be made as part of the current restructuring of the Library Service.

Area for Improvement	Progress
Produce new information for customers.	Action postponed until Library Service re-branding in May 2004. SLS are now in the process of re-branding the service and distributing updated information to customers.
Publish an annual performance against targets and an assessment for the value for money of the service.	Targets are regularly submitted for the Library Service's Business Plan. SLS also contributes statistics to an annual survey of library services to children in schools in the UK (LISU).
Investigate use of IT for customer information and internet access to services.	Teachers have both intranet and internet access to the service. The Talis Mobile Information System will be implemented via the Library Service by the end of 2004.
Investigate purchase of multi-media resources and alternative sources of funding.	The service now buys CD's and has launched World War II multimedia project boxes. The SLS festival for 2004 will be held in partnership with the Courtyard Theatre and additional funding for the festival has been applied for from the Arts Council.
Plan increase in the number of advisory visits including cost implications.	The Library Service is currently being restructured. Pilots that may allow more money to be released to schools are in progress.
Presentation to High school headteachers on the benefits of school libraries and professional input into school libraries.	A presentation given to High School Librarians in May 2004.
Plus survey of all school libraries.	Time constraints have prevented this action. A recent LEA survey of School's views that gave very positive feedback.
Investigate alternative means of income generation in order to increase capacity.	Funding obtained from the Diocese of Hereford for religious artefacts and Arts Council Funding applied for.

Medical & Behavioural Support Service and Pupils Educated by Parents (2001-2002)

This review considered three services: MBSS, PRUs and Education Otherwise. All high priority service improvements identified have been implemented. Further improvements will form part of the ongoing development of the services. Targets and objectives are monitored through the Behaviour Support Plan and, to some extent, through the Education Performance/Business Plan. The service also conducts an annual consultation exercise with schools to ensure that high levels of customer satisfaction are maintained. MBSS is also currently involved in a wider review of Special Educational Needs Services.

Medical and Behavioural Support Services	
Area for Improvement	Progress
All high schools to be given the opportunity to access provision via the 'buy back scheme'.	New Service level Agreements in place April 2004.
Provide individual support where appropriate to pupils facing exclusion in Primary Schools.	95% of pupils provided with additional support. Processes in place to ensure target of 100% reached in 2005.
Provide individual support where appropriate to pupils facing exclusion in Secondary Schools.	70% of pupils provided with additional support. Processes in place to ensure target of 80% reached in 2005.
Provide an opportunity for staff from Primary Schools to access training/advice with regard to pupils exhibiting challenging behaviour.	Target exceeded – 69 schools provided with training and advice by April 2004 (original target was for 65 in 2005).
All staff to be offered opportunity of follow up sessions on demand.	Achieved, 100% of requests for follow up support met.
Provision of advice on demand direct to staff and teachers in Primary Schools.	Achieved, 100% of requests for follow up support met.
Implement regular fortnightly referrals meeting with MBSS staff to discuss school referrals.	Achieved – fortnightly meetings established.
Establish a regular line of communication with Social Inclusion Officer and Admissions and Exclusions Assistant in order to ensure that all pupils in Primary School at risk of permanent exclusion receive additional support.	Achieved September 2003 – contact available on demand.
Prepare packages of support and costings for a buy back scheme.	Costings assessed and buy back scheme in place April 2004.
Present to high schools in order to assess demand for a buy back scheme.	Schools consulted and 100% in favour of proposal.
Appoint additional staff where appropriate.	An additional teacher has been appointed - will commence in post in September 2004.
Additional behaviour support in high schools available as part of a buy back scheme.	All High Schools have bought into the scheme.
Determine level of demand in the local market for purchase of additional services to ensure the feasibility of additional provision.	Action superseded by buy back scheme.
Implement Service Level Agreement with schools of the basic provision provided by	Completed April 2004.

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MBSS.	
Implement a Service Level Agreement with schools (assuming feasibility study shows sufficient demand) outlining differentiated provision to be purchased as required by schools.	Completed April 2004.

Pupil Referral Units	
Area for Improvement	Progress
Reduce the percentage of school phobics in PRUs (50% in 2001/2003).	Annual reviews of numbers of school phobics in place since July 2003.
Implement measures to place the diagnosis of school phobics on a more professional basis .	Measures in place to ensure assessment conducted by an Educational Psychologist or Clinical Psychologist since September 2003.
Reduce transport costs to PRUs - Develop and implement a coherent and explicit policy regarding eligibility for access to transport in PRUs.	Policy developed and in operation September 2003.
Reduce permanent exclusions by 10% from 35 to 32 in the first year.	32 permanent exclusions in 2002/03 and 31 in 2003/04. Ongoing improvements part of MBSS Improvement Plan.
Develop a virtual classroom system for Key Stage 4 statemented students from PRUs and Brookfield School to free up places. Monitor impact on availability of PRU and Brookfield School places. Monitor number of children seen within the system and assess value added to students of the virtual classroom.	Classroom operational since December 2002. Annual reviews in place since July 2003.
Refurbish the John Venn Unit and relocate St David's PRU .	John Venn Unit operational as new location for St David's PRU September 2003.

Pupils Educated by Parents	
Revise leaflets containing information to parents on Key Stages 1, 2, 3 and 4.	Completed in December 2002.
Draft leaflet to Headteachers, in consultation with Principal Education Welfare Officer.	Completed in December 2002.
Publish and distribute leaflet to parents.	Completed in March 2003.
Publish and distribute leaflet to schools.	Completed in March 2003.
Record the number of contacts made with children previously unknown to the Local Education Authority.	Ongoing.