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Sent: 02 December 2019 10:41
To:
Subject: Monitoring Leeds' Looked After Children



Virtual School
Children and Families Directorate
Leeds City Council
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Contact:
Tel:
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29 Nov. 19

Dear Headteacher and Designated Teacher for Looked After Children

Monitoring Leeds' Looked After Children at South Craven School

Following a robust procurement exercise, the Virtual School in Leeds have recently instructed Looked After Call to collect attendance data for looked after children in our care who do not attend a school in Leeds. We have a statutory responsibility as corporate parents to track and report this information as if our children and young people 'attended a single school' and hope that you will be able to co-operate in this process which supports your school's duty to notify us of children who might be persistently absent or excluded enabling swift and appropriate support/intervention, should that be necessary.

The procurement process and the award of a contract provides us with all the appropriate reassurances about how this sensitive data will be handled in the provision of this service. The employees of Looked After Call have been authorised by us to collect the registration marks and reasons for exclusions to comply with our statutory tracking and reporting obligations. All staff are DBS checked and will introduce themselves as representatives of the Virtual School in Leeds before requesting any information from you. They will only collect the data for which they are authorised i.e. children who are currently looked after by Leeds and will not share or pass on any details to anyone other than the Virtual School team.

For your convenience and to minimise disruption to your daily activities in school, Looked After Call have 3 collection methods available for you to choose from:

- Automatic data collection directly from your MIS (SIMS/RM/CMIS etc.). This requires downloading a small piece of software (see instruction below). This is the recommended method, as it is quick, secure and negates the need to answer daily phone calls.

- A simple to use, secure school portal, which can be accessed at your convenience to update daily attendance or termly assessment information yourselves. Please contact Looked After Call if you wish to use this method and they will set you up with the required permissions.
- A daily call by their dedicated calling team. They will introduce themselves as representatives of the Virtual School in Leeds before requesting any information from you. All staff are DBS checked, will only collect the data for which they are authorised and will not pass on any details to anyone other than ourselves. This data will be entered directly into their secure portal for us to report on and in responsibility for monitoring the delivery of this contract, will be ensuring that this data security is rigorously maintained.

As you have already installed the Looked After Call software, we will begin to collect data for our looked after children. If any action is required to collect this data Looked After Call will be in contact with you to discuss this.

Should you have any queries on this please do not hesitate to contact us on Tel: 0113 37 81469
Email: virtualschool@leeds.gov.uk.

Many thanks for your assistance, we appreciate you aiding the Virtual School in Leeds in fulfilling our statutory duty to collect data and ensuring our looked after children in your school are able to attend, attain and achieve.

Yours sincerely

Head of Virtual School
Leeds City Council

How to install Looked After Call to help Leeds Virtual School

Installation Instructions (for IT person) below:

- Please go to www.lookedaftercall.com/download and click on the link "Looked After Call Software"
- Please read and agree to the terms and conditions.
- Please enter your full name, position and tick the DSA box.
- Please enter your unique authentication code which is **XXXXXX-XXXXXX**
- Confirm and download Looked After Call Software. Follow the instructions in the installation wizard to complete installation.

If your school has any issue with installing this software, please feel free to ask for their assistance:
support-signup@the-contactgroup.com

03333 13 14 15 (Option 1)

Frequently asked questions

What is Data Extractor?

Data Extractor is a software tool that enables scheduled, automated collection of data for Looked after Children from schools MIS systems

Do we have to install this software?

By installing the software, your staff will not be disturbed with daily attendance telephone calls. It is the most efficient, secure and cost effective route for data collection.

Why does our school need to install this software?

In order for us to gain additional data on looked after children in your school, who we have a responsibility for, and to enable us to complete our statutory returns.

Will this software interfere with our schools data?

No, the Data Extractor is read only and does not interfere with your schools data. Only data relating to looked after children in the care of Leeds City Council will be extracted.

Do I need additional hardware?

Data Extractor will work on the same server as your existing MIS. No dedicated hardware is required.

Is it secure?

All authentication traffic and transactions relating to Data Extraction and Looked After Call are encrypted using HTTPS protocol which provides authentication of the web site and associated web server that one is communicating with, which protects against Man-in-the-middle attacks. Additionally, it provides bidirectional encryption of communications between a client and server, which protects against eavesdropping and tampering with and/or forging the contents of the communication

Added to this, code signing is utilised so your school and ourselves can be confident that Looked After Call and Data Extraction comes from Contact Group and hasn't been altered or corrupted since it was created and signed.

What data is extracted?

Only data in relation to Leeds City Council's looked after children in your school is extracted, this will include data on the child, contact details, registration details, attendance, attainment, detention, behaviour, PEPs, SEN details, Achievements, Exclusions, Exam and test results.

How is Data Extractor kept up to date?

Data Extractor benefits from an Auto Update mechanism, once installed, you can sit back and the data will be delivered to our authority.

David Lightfoot

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