

## INFORMATION FOR PARENTS REGARDING THE PROCESS FOR MANAGING FIRST DAY ABSENCE

1. Get registers in promptly
2. Listen to absence calls, read absence emails (or however you get messages in)
3. Bring together registers, 'lates' register, absence calls, any other information you might have about the absence of a child – produce the list of children absent with no explanation
4. Double check in school before starting calls
5. Start first day calling for children absent without explanation, call everyone on the contact list until you get an answer. Leave messages if there is a voicemail option. If you have text message systems use them – but don't leave it at that.

You might get an overseas ring tone – is the family taking a holiday they haven't told you about.

### **Once you make contact, stop this 'first day calling' process.**

Continue to manage the unauthorised absence, using your attendance processes.

6. Call the contact list at least twice.
7. By this stage, if you have a good contact list (4 numbers minimum) you probably have a reply.
8. If no reply at all, from anyone on the contact list for the child
  - Does the child have additional agency support, such as a social worker, contact them.
  - Do you have any in school intelligence
  - Does anyone know the family.

No explanation from a supportive family is very worrying – so don't just concentrate on children who you already know to be vulnerable.

9. Make a prompt home visit.
10. If you cannot get an answer when you make the home visit, and you don't think the family is at home and choosing not to open the door to you, refer immediately to children's services / MASH / Police – request a welfare call (Note: MASH and police will triage your request, they will not always carry out a welfare call).