**Step by Step Guide to First Day Calling and beyond**

When no reason for absence has been provided by the parent/ carer, schools should as a minimum follow the below steps

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| **Pupils deemed at risk** | **Pupils deemed at high risk:**   * **Children subject to a child protection plan** * **Looked After children**   **If these children are absent and there has been no contact - notify the key worker within the first 24 hours.**  **School's must notify the Family Operations Hub and / or the Police Child Abuse Investigation Unit immediately if:**   * **It is suspected or known that a pupil is at potential risk of harm** * **There is information that a pupil is, or may be, a victim of criminal activity** * **At risk of Child Sexual Exploitation (CSE)** |
| Day 1 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * Record actions on SIMS/equivalent |
| Day 2 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * If no response - telephone all contacts on SIMS/equivalent, if no answer leave message to return call * If international dialling tone is heard, leave message advising of this and ask for a call back.   + - This may indicate they are on holiday and have not notified the school     - If you believe this to be the case, send a ‘believe absence is a holiday’ letter available on Essex Schools Infolink (ESI).     - Letters should be sent separately to both parents first class * Record all actions on SIMS/equivalent |
| Day 3 of absence | * Send absent text to parent/carers * Telephone parents/carers, if a response is not received following the text leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message asking them to return the call * Make home visit - if there is no answer leave calling card and move to next step * Send a letter of concern for absence, first class to all parents/carers and those with day-to-day care * Record all actions on SIMS/equivalent |
| Day 4 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, if there is no answer, leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message to return call * Record all actions on SIMS/equivalent |
| Day 5 of absence | * Telephone parent / carers and leave a message if possible and then follow up with an absence text * Telephone all contacts on SIMS/equivalent, if no answer leave message to return call * If you believe this family are **not** on holiday and are concerned about the child’s welfare request a welfare visit from the police * Record all actions on SIMS/equivalent |
| Day 6 – 8 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message to return call * Either send a further letter or make a further home-visit. If there is no answer leave calling card and move to next step * Record all actions on SIMS/equivalent |
| Day 9 - 10 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message to return call * If you have not done so already, and you believe the family are **not** on holiday and are concerned about the child’s welfare, request a welfare visit from the police * Send a further concern letter separately to both parents / carers by first class post stating: You are making a referral to the Local Authority as their child is now considered Missing from Education * Submit the Missing Pupil Checklist on Essex School Info Link, which notifies the Local Authority Children Missing Education Team |
| **Missing Pupil Checklist** | **Must be completed by the 10th day of absence, when one of the following criteria applies:**   * A pupil has gone missing and no contact can be made with parent/carer to establish reason for absence * A pupil ceased to attend the school and forwarding address of the family is not known * A pupil has not returned from holiday within 10 school days of the expected date of return * A pupil fails to take up their place at the start of the academic year and the whereabouts of the young person is unknown   **School must continue investigations, while the Local Authority undertake their investigations.** |
| Day 11 - 19 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message to return the call * Make another home visit during this period and leave a calling card * Inform parents / carers in writing that their child is at risk of being removed from roll * Record all actions on SIMS/equivalent |
| Day 20 of absence | * Send absent text to parent/carers (if facility to do so) * Telephone parents/carers if a response is not received following the text, leave a message if possible * Telephone all contacts on SIMS/equivalent, if no answer leave message to the return call * **You cannot remove a child from roll until you have received notification from the Local Authority** * Record all actions on SIMS/equivalent |
| Coding: | * These absences must be coded as O for unauthorised absence due to no reason provided from parents/carers |