

**Guidance - First Day Calling**

1. Get registers in promptly
2. Listen to absence calls, read absence emails (or however messages come 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. Consider a double check in school before you start calling, ensure information on registers is accurate
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 follow up with phone calls.  
   You might get an overseas ring tone – is the family abroad but they haven’t told you.

**Once you make contact, stop this ‘first day calling’ process - Continue to manage the unauthorised absence, using your attendance processes.**

1. Call the contact list at least twice.
2. By this stage, if you have a good contact list (4 numbers recommended) you probably have a reply.
3. 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  
    - Do you have any in school intelligence  
    - Does anyone in school 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.
4. Make a prompt home visit.
5. 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).

Tell your parents about this process, it may have a positive effect on your attendance figures.

CR, MW, PP July 2022