

## Guidance - First Day Calling School Protocol

The process is as follows,

1. After registers are taken and absence calls are noted we produce the list of children absent with no explanation
2. We double check in school before we start calling.
3. We call everyone on the contact list until you get an answer. We leave messages if there is a voicemail option.
4. **Once you make contact, stop this 'first day calling' process.**
5. We call the contact list at least twice.
6. If no reply at all, from anyone on the contact list for the child we consider:
  - 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.
7. We make a prompt home visit.
8. If we cannot get an answer we refer immediately to children's services / MASH / Police – request a welfare call.

These procedures are in line with borough guidance and our attendance policy.