Havering
LONDON BOROUGH

Guidance 2025 - 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.
6. Call the contact list at least twice.
7. By this stage, if you have a good contact list (4 numbers recommended) 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?
   - 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.
9. Make a prompt **(same day)** home visit.
10. Where there is a concern that a child's safety or well-being is at risk, it is essential to take action without delay. If there is an immediate concern that a child is at risk of significant harm, a referral to the Local Authority Children's Social Care MASH should be made . If there is reason to suspect a crime has been committed, the police should also be contacted.

    If there is no immediate concern for the child, a referral to your attendance team will be required. If there is no response after a further 24 hours of trying to make contact to allow for family emergencies, contact the Local Authority Children's Social Care MASH Team.

    MASH (and police, as appropriate) will triage your request and may carry out a welfare call as a result.

Ensure your parents are aware of this process, it may have a positive effect on your attendance figures.