



First-Day Calling Procedure

(School's safeguarding response to children who are absent from education)

1. Registers saved by 9:05am.
2. Late children checked against registers.
3. Absence calls listened to/attendance emails checked by office staff.
4. First day telephone call to first name contact within 30 minutes and if no response leave message to contact school.
5. As well as verbal message, text first name on contact list within 45 minutes of school start time.
6. Ring down contact list until reply is received, ensuring where possible that someone from outside of the family home has been contacted.
7. Alert DSL/Deputy DSL (D Glynn/V Jenner/A Shields) that this child is absent and no contact has been made within an hour of school start time.
8. If no reply send second text and email to first and second contacts on list. *(First Day Absence Second Text) We have not received a reason for name's absence. Please contact the school 01228596069 or we may need carry out a home visit to check everyone is safe.)*
9. Home visit made by a member of safeguarding team with a second member of staff or other agency involved. Leave a School Letter headed compliment slip at the home, with time and name of person visiting the home. Photograph this at the house.
10. Contact Police (using the **101** number) there is still no contact regarding the absent child.

Reviewed Sept 2025