



First Day Calling Procedures

The following process will apply when taking the registers each day:

1. Registers will be taken promptly
2. Absence line will be listened to
3. After registers, 'lates' register, absence calls, any other information we might have about the absence of a child has been collected – a list of children absent with no explanation will be created.
4. Office staff will double check that an 'absent' child is not in school
5. First day calling for children absent without explanation will begin. Everyone on the contact list will be contacted until we get an answer. We will leave messages if there is a voicemail option. Once we have made contact, 'first day calling' process will stop.
6. If we cannot get a reply from any number on the contact list, we will repeat this process at least twice.
7. By this stage, if we do not get a reply at all, from anyone on the contact list for the child then a prompt home visit will be made. 8. If we cannot get an answer refer we will immediately refer to children's services / MASH / Police (request a welfare call).