**Call back prompt sheet:**

**Supporting our children and young people to engage**

**Purpose**

* Designed to support a whole school approach and ethos, where attendance is;
  + a priority;
  + highly valued; and
  + actively encouraged.
* Designed to form part of a school’s processes that promote early identification and early support

**Usage**

* A supportive measure, used when a pupil is reported absent (school to decide when/who/how to initiate, this could be on 1st and/or 3rd day of absence for example)
* To be used to ask after a pupil’s well-being
* To ascertain if there are any concerns that school should be aware of so that any barriers can be explored and mitigated
* Designed as a prompt, these questions will not fit every scenario, but are there to elicit further conversation, schools should add to this list as they wish

**Important notes / considerations:**

* Schools should be consciously sensitive and encompass the support first model when having these conversations, whilst balancing school’s expectations in terms of authorised and unauthorised absence
* The conversation and responses should be recorded

**Conversation prompts and questions to consider:**

Thank you for notifying school of your child’s absence, we are just calling to see how they are

* They were reported absent because….
* What are their symptoms?
* Has parent sought medical advice, or do they intend to, and if so, who (pharmacy, 111, GP etc.)?
* If they have not, should they?
* Is the pupil taking any medication in relation to the illness?
* Do they need to take paracetamol / Calpol regularly?
* Have they suffered with this before?
* Would involvement from the school nursing team be beneficial?
* Do they think they will be off again the next day?
* Is there anything the parent would like the pupils class teacher / form tutor to know?
* Would it be beneficial if the school were able to administer any medication, does the permission form need sending to the parent/s for completion?
* If parent advised they are or have sought medical advice – school can request that parent send any information they have as a result, stating this will ensure an accurate record should the pupil suffer with a similar ailment in future this will help school to support the pupil
* Are pupil’s contact details accurate – do they need updating (this is an opportunity to ensure school’s pupil details are up to date and accurate
* Are there any issues impacting on school attendance we should be made aware of (bullying, mental health, friendship, family)