

Notes to be read in conjunction with School Absence Flow Chart

Note 1 Parent communication should give sufficient reason for absence and if appropriate anticipated return date. If a recorded message is received on absence the line it may be necessary for a member of staff to call back to gather / reaffirm the information.

Note 2 The decision whether the absences should be authorised or not should be made in accordance with the DfE guidance and in consultation with school/Trust policy.

'Working together to improve school attendance' Guidance document,

Code I: Illness

In the majority of cases a parent's notification that their child is ill can be accepted without question or concern. Schools should not routinely request that parents provide medical evidence to support illness. Schools are advised not to request medical evidence unnecessarily as it places additional pressure on health professionals, their staff and their appointments system particularly if the illness is one that does not require treatment by a health professional. Only where the school has a genuine and reasonable doubt about the authenticity of the illness should medical evidence be requested to support the absence.

Note 3 If multiple absences or patterns are occurring, a face to face meeting between parents and school would be recommended.

Note 4 School safeguarding policy to be followed in relation to Welfare checks. A home visit may be required if a pupil has not been seen for a period of time or if there is prior knowledge of a safeguarding risk.

[Keeping children safe in education 2023 \(publishing.service.gov.uk\)](https://www.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/671237/keeping-children-safe-in-education-2023.pdf)

Note 5 Medical evidence should not be routinely requested. Each case should be reviewed with individual circumstances taken into consideration.

Note 6 A Suffolk County Council EWO is allocated to every school in Suffolk. That EWO is available to offer free support and guidance on attendance matters.

Note 7 Where school have identified a specific barrier to attendance they should consider appropriate referrals to relevant SCC departments or other outside agencies who could support.

[Suffolk InfoLink](#)

Note 8 EWO should always be consulted where a child has not attended school in excess of 10 days to explore whether section 19 applies.

Note 9 School should make reasonable adjustments where they can to support a young person's attendance. Any adjustments need to be regularly reviewed to ensure they remain relevant and a useful support mechanism.

Note 10 An initial letter informing parents of the decrease in attendance early in the process can be enough to encourage a return to regular school attendance. Where this is not the case further letters detailing potential next steps and the Law may be required. Decisions as to when these more formal letters should be sent should be made in conjunction with the school/trust policy.

Note 11 Once suitable education is being received, if the pupil remains on your school roll then regular attendance reviews should take place to ensure this is maintained.