

Beetham C of E School



*Caring for Everyone, Learning Together,
Achievement for All*

This policy is based on the Christian principles, values and beliefs that underpin everything we do at Beetham Church of England Primary School.

Emergency Contact and First-day Calling Procedures

Approved by	
Name:	John Lomax
Position:	Chair of Governors
Signed:	
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(School's Safeguarding Response to Children Missing Education)

Nationally, there have been three recent cases that have come to our attention which highlight the need for more robust emergency contacts and first-day calling procedures. These cases emphasise that such procedures are not only important for children who the school may consider 'vulnerable' but are actually important for all children as their absence in itself may be indicative that they have become vulnerable. The cases are summarised below for context:

- A mum died from an epileptic seizure while bathing her children age 3 and 4. The next morning the school phoned home immediately after checking registers, no answer and so continued ringing through the contact list until they had an answer. A family member went straight to the house and found mum had died, but the children were safe.
- A dad died from natural causes, Mum was working away from home, and the children were 2 and 4. In the morning Mum rang dad, no answer, but assumed he was doing the school run and continued with her working day. The school noted the absence of the 4 year old. They started first day calling 2 hours after registration and rang dad only, leaving a message. They did not ring anyone else on the contact list. They repeated the call to Dad at 3.40. Mum rang home at the end of her working day and now worried rang another school mum. Grandmother went to the home and could not gain access because of a key in the lock inside. The police gained entry at 8pm; the children had been alone with their deceased Dad all day.
- A mum died. School made a call to her when the child was not at school; the contact list was not used. No further calls were made. A letter was sent to the parent 3 days later. Eventually the house was entered 5 days later. The child, age 6 or 7 had also died. The child was non-verbal and had SEN.

It is imperative that schools also consider what arrangements have been made when children have been placed in Alternative Provision around Emergency Contacts and First-Day Calling Procedures. In the context of a child being absent without contact from parent please consider the following:

- Who is responsible for following up an absent child?
- Are the Emergency Contacts shared – when/how?
- Would the same first-day calling procedure be followed and by whom?
- Does the school accurately record the attendance of children in Alternative Provision?

It should be noted that these procedures must **NOT** be confused with the procedures to follow when children go missing whilst under the care of school staff. Further guidance and model procedures can be found in the KAHSC 'Missing Child Procedures' accessed at: <https://www.kymallanhsc.co.uk/document/downloaddocument/8841>.

First-Day Calling Procedure

(School's Safeguarding Response to Children Missing Education)

Primary Schools

1. Registers saved.
2. Late children checked against registers if recorded separately.
3. Absence calls listened to/attendance emails checked.
4. First day text sent to first name on contact list within half an hour of school start time asking for response.
5. If no response to text start calling 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 HT/DSL 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.
9. Home Visit made if possible/appropriate by school or other agency involved.
10. Contact Police if all other stages have been completed and there is still no contact regarding the absent child. This should be done using the **101** number.