

First-Day Calling Procedure

- Registers completed appropriately
- Late children are checked against registers
- Absence calls are listened to and attendance emails are checked
- The first-day calling text is sent to the first name on the contact list within half an hour of the expected time of arrival
- If there is no response to the text start calling the first name on the contact list within 45 minutes of the expected start time
- Ring down contact list until a reply is received, ensuring wherever possible that someone from outside of the family home has been contacted
- Alert the provision manager and DSL that this child is absent and no contact has been made within an hour of their expected start time
- If there is still no reply send a second text and an email to first and second contacts on list
- Contact any other agencies involved to ascertain whether they have had any information which may be helpful, or know the whereabouts of the child or family, and contact MAST to see if there has been any incident that they are aware of
- A home visit should be made if possible and appropriate by the provider or another agency involved
- A risk assessment should then be completed:

Risk Assessment

No apparent risk: There is no apparent risk of danger to either the child. This may be appropriate for children who you have reason to believe are absent from the provision but not at harm due to previous patterns of behaviour or information from other people e.g. a child who often goes on holiday at this time of year and parents always fail to inform you. You should continue to make enquiries but it would not be proportionate to contact police at this stage.

Low or medium risk: The risk of harm to the child is assessed as a possible but minimal risk **OR** the risk of harm to child is assessed as likely but not serious. This may be relevant for those children where there are no additional vulnerabilities, however, you have minimal contact information and making parental contact is always difficult.

High risk: The risk of serious harm to the child is assessed as very likely. This would be relevant for children already considered vulnerable. This may be due to risk of neglect or physical, emotional or sexual abuse. You should also consider child sexual exploitation and Prevent, in addition to protected characteristics; mental health, forced marriage, honour based violence, trafficking, and female genital mutilation. This may also be relevant for those children where the absence and lack of ability to make parental contact is highly unusual

If this is assessed as 'No Apparent Risk', as a provider, you can make the decision to continue to make enquires and not contact the police if you do not feel that this is necessary or proportionate. These cases should not be