

**First day of pupil absence**

First day call to be made by school office  
by 10.00am to all contact numbers

No response?

A home visit that day by HT, PSA, AHT or DHT or other staff  
member or call to social care

No answer at home visit?

House appears empty

Leave a card or note requesting  
contact with school ASAP

Ring again that day. Collect  
information from family either by  
phone or in person and record on  
CPOMS

**If still no response, consult HT  
regarding completing CME referral  
or involving Police – welfare checks**

House appears occupied

Leave a card requesting contact with  
school ASAP or social care/police  
involvement

Ring again that day and make another  
home visit if needed and record on  
CPOMS

Collect information from family  
either by phone or in person and  
record on CPOMS

**A Home  
Visit will  
occur at  
any stage  
if there is a  
concerns.**

