

Parents Communication - Pupil Absence Reporting Line Service

Education Services is looking to improve the way parents and carers inform the school their child will be absent. From October 2014, we piloted a dedicated pupil absence reporting telephone line with eleven schools. Following a recent survey conducted about the pilot, over 90% of parents and carers who used the reporting line were satisfied with the service they received. Parents and carers also appreciated the fact that an absence could be reported from 8:00am. Due to the success of the pilot we are now launching the service to all mainstream primary and secondary schools.

How to report your child absent from school:

From **Monday 27th April** you should call the pupil absence reporting team on: **0141 287 0039** to report your child absent from school. You can call the line every school day from 8:00am. You should call the absence reporting line on the first day of your child's absence.

The pupil absence reporting team:

The pupil absence service is provided by a dedicated team of experienced Education support staff. The information you provide to the team is updated in the school's system when you call, so the school is immediately aware of all absence information.

The pupil absence reporting line has been created to provide an efficient flexible way for parents/carers to report absence. We recognise that in some circumstances, for example, to report or discuss a sensitive issue, you may still require to speak directly with the school. The following guidance should be applied:

Please phone the dedicated absence team to report the following absences:

- **Sickness absence:** if the absence lasts more than one day, parents and carers are required to call on subsequent days to provide an update. A letter should be provided to the school when the child returns from their absence.
- **Medical or dental appointments:** Parents and carers should call the team to report absences for medical or dental appointments. The school requires a letter or appointment card as evidence of the appointment to ensure permission is given to be absent from class.

Please phone the school directly to report the following absences:

To make sure you receive the right support you require, parents and carers should still contact the school directly to report absences of a sensitive or personal nature, for example:

- Bereavement
- Serious illness, for example, an absence which is going to last more than one week
- Injury, for example, broken limb
- Contagious diseases or illness

Your support of the new service is much appreciated.