

Attendance Officer Support Service Specification

1. SERVICE SPECIFICATION

The Attendance Officer Service aims to raise and maintain attendance in schools at the prevailing DfE national average or above taking into consideration any DfE recognised outbreaks of illness or extreme weather conditions, e.g. ash cloud.

The service is tailored to the specific requirements of an academy. The service will provide a named Attendance Officer who will liaise with the team to agree a joint strategy which will make the most impact on attendance.

A summary of the agreed strategy will be forwarded to the school following the meeting. This may include:

- Consultations
- Whole school attendance improvement
- Individual pupil attendance concerns
- School attendance policy updates
- Persistent absence tracking
- Attendance data analysis.

Casework

- Individual pupil casework (fast track)
- School attendance meetings
- Legal processes and actions.
- Attendance Awareness sessions
- New intake presentation
- School assembly
- Attendance officer drop-in surgeries
- Parent evenings
- Mentoring days
- Staff training on effective first day contact.
- Attendance, punctuality & initiatives
- Register sweeps and wellbeing checks
- Early bird/breakfast clubs •
- Late gate.

The strategy will be evaluated and updated every 6 months with the school. The named Attendance Officer will need access to the attendance systems at the schools to monitor individual student attendance and overall attendance in supporting the management of the attendance.

Quality Assurance

All work is overseen by a Senior Education Welfare Officer (SEWO) and Lead Attendance Officer (LAO) to ensure high standards and that safeguarding remains paramount. Legal

checklists are completed with SEWOs and LAO to agree whether the case is appropriate for legal intervention, before being submitted to senior managers for authority to prosecute. In the event a decision is made to take legal action, the named Attendance Officer will prepare witness statements and attend court on behalf of the school. Regular training is undertaken by all officers within the Service. Reports/minutes following meetings will be emailed to the school within 5 working days. A review meeting will be held twice a year with SEWO and/or LAO to evaluate the work being undertaken, to review the agreed strategy and to raise any concern that needs to be addressed.

Packages

Schools can purchase ad hoc days or a bundle of regular support. The packages range from ½ day per half term for small primary schools to one day/week for larger secondary schools.

Duration 1 day = 6.5 hours 0.5 day = 3.25 hours

2. SERVICE AVAILABILITY

2.1 Schools' Choice will supply the Service on Business Days between 8.30am and 5.00pm.

3. SERVICE LEVELS

3.1 The following response times will apply in respect of Customer enquiries relating to the Service:

Communication	Response time
letter	within five Business Days of receipt;
email	within three Business Days of receipt;
telephone	if made within the times referred to in paragraph 2.1, calls will be answered as soon as possible;
telephone voicemail message	within two Business Days of receipt of the message.

4. MONITORING SUCCESS

4.1 To monitor the success of the Service, representatives of Schools' Choice and the Customer shall:

4.1.1 hold regular meetings during the term of the Service; and

4.1.2 conduct an annual review of the Service.