



TQA Operating Procedures

Wellbeing and Attendance – The Educational Welfare Officer (EWO)

Purpose: The Quest Academy's operating procedure for student wellbeing and attendance is to ensure that all students feel safe, supported, and able to achieve their full potential. It sets out clear expectations and consistent approaches for promoting positive wellbeing, securing regular attendance, and safeguarding every learner. By providing early identification of concerns and timely interventions, the procedure helps staff, students, and families work together to remove barriers to learning, foster resilience, and build the habits that underpin long-term success.

Stage 04 – The Educational Welfare Officer (EWO)		Attendance: 88% and below
01.	Students attendance has dropped to 88% and below.	
02.	Attendance lead (JHE) emails EWO and Assistant Principal to confirm that a child in their year group requires an urgent meeting as attendance remains in decline (Failed Attendance Contract) since Pastoral Assistant and Head of Year / Assistant Principal face to face meeting. Meeting must take place within 2-days of email being sent. EWO to facilitate this meeting, but Attendance folder must be organised with the following inside: • Attendance Contract • Conduct / Wellbeing Reports • Evidence of Mentoring • Interventions e.g. Soft Starts etc	
03.	EWO Script for call (in line with DfE guidance): Greeting & Purpose "Good [morning/afternoon], is that [Parent/Carer's Name]? Hello, my name is [Your Name], I'm the Educational Welfare Officer for The Quest Academy. I'm calling regarding your child, [Child's Name], and their school attendance." State the Concern Clearly "[Child's Name]'s attendance is now at [XX%], which is 88% or below. This is well below the Department for Education's national expectation of 97%, and it places [Child's Name] in the category of persistent absence, which is defined as any child whose attendance falls below 90%." Impact on the Child "This level of absence is extremely concerning, as every day of school missed has a direct impact on your child's learning, progress, and future opportunities. It is essential that we take urgent steps now to improve attendance." Next Step – Immediate Meeting "As a result, it is necessary that we hold an immediate meeting with you to review [Child's Name]'s attendance and put a plan in place. At this meeting, you will need to bring any evidence that may	

	explain absences - such as medical notes, appointment letters, or other documentation; so that everything can be considered.” Possible Consequences “I need to be clear that if [Child’s Name]’s attendance does not improve, or if this meeting is not attended, the school and Local Authority may have to consider formal action in line with the Education Act 1996. Of course, our aim is to avoid this by working with you to get [Child’s Name] back into school regularly.” Booking the Meeting “We would like to meet on [Insert proposed date/time] at school. Are you able to attend then? If not, we will need to arrange the earliest possible alternative.” Closing “Thank you for your time today. We want to support you in making sure [Child’s Name] is in school every day. I’ll confirm the meeting details in writing, and I look forward to seeing you then. Please remember to bring all relevant evidence with you.”
04.	Update the Stage Tracker straight after your phone call (e.g. write date and time of the proposed face to face meeting). If you reach voicemail, please try contact 2 and update spreadsheet with the time and date of all calls.
05.	Write a confirmation email and cc in Attendance Lead - JHE: Dear [Parent/Carer’s Name], Following my phone call today, I am writing to confirm that we need to meet urgently to discuss [Child’s Name]’s school attendance. [Child’s Name]’s current attendance is [XX%], which is 88% or below. This is significantly lower than the Department for Education’s national expectation of 97% attendance. The DfE defines any child with attendance below 90% as persistently absent. At present, [Child’s Name] is well within this category, and this is a serious concern. Low attendance has a direct impact on a child’s learning, progress, and future opportunities. Every day in school matters, and urgent steps must now be taken to ensure [Child’s Name] attends regularly. We have arranged an attendance meeting as follows: Date: [Insert date] Time: [Insert time] Location: The Quest Academy (I shall meet in you in the main reception) At this meeting, we will review [Child’s Name]’s attendance and discuss how we can support improvements. Please bring with you any relevant evidence that may explain absences - for example, medical notes, appointment letters, or other documentation. Please be aware that if attendance does not improve, or if this meeting is not attended, the school and Local Authority may have to consider further action in line with the Education Act 1996, which could include statutory measures. Our aim is to work with you to avoid this and to support [Child’s Name] in achieving good attendance. Please confirm your attendance at this meeting by replying to this email. Kind regards, [Your Name]
06.	Things to discuss in your meeting: Identify challenges to Attendance

	• Review failed Attendance Contract (make necessary iterations) • Review medical evidence. Do you require any further information? • Attendance will continue go down as unauthorised from this meeting. • Identify areas of support for family and student. Examples being: Conduct and Positivity report, Mentoring, Family Early Help Referral, Time out, Soft start. • Reflection period – why have current interventions not worked? • Suggestion of Modified Timetable • Should attendance continue decline by 1% – case will be referred to Council (PCN). All requests and agreements must be recorded and shared with the parent/carer.
07.	Scan through your meeting notes, Amended Attendance Contract and agreed interventions into the students file evidence folder.