



Emergency Contact and First Day Calling Procedure

Introduction

'First Day Calling' is important because school absence and safeguarding are closely linked. This practice not only encourages good attendance it also helps to monitor a pupil's well-being and is an alert to their safety even though the child may not be considered as 'vulnerable'.

Schools must follow the flow chart on page 3 of this policy:

Risk Assessment:

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

'No Apparent Risk' – as a school 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 ignored and must be monitored over time and consideration given to escalation if there is a change to the circumstances that has increased the level of risk

Low/Medium risk: The risk of harm to the subject or the public is assessed as possible but minimal or the risk of harm to the subject or the public 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

If assessed as 'Low/Medium Risk' – contact the Police on 101

High risk: The risk of serious harm to the subject or the public is assessed as very likely. This would be relevant for children already considered vulnerable. This may be due to risk of child sexual exploitation or abuse and also consider 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 assessed as 'High Risk' and there is a need for an immediate response then contact the Police on 999.

School enquiries continue and any further information shared with Police

Pupils that are Dual registered

Schools must consider what arrangements have been made to record attendance, follow Emergency First-Day Calling Procedures and keep up-to-date Emergency Contacts with the alternative provision.

If a child is dual registered, educated off-site and absent without contact from a parent, please consider the following:

- Who is responsible for First Day Calling?
- Have all the emergency contacts been shared?
- How do the school accurately record the attendance of children in Alternative Provisions?

Where a school places a pupil in an alternative provision provider, the school continues to be responsible for the safeguarding of that pupil. You should be satisfied that the placement meets the pupil's needs

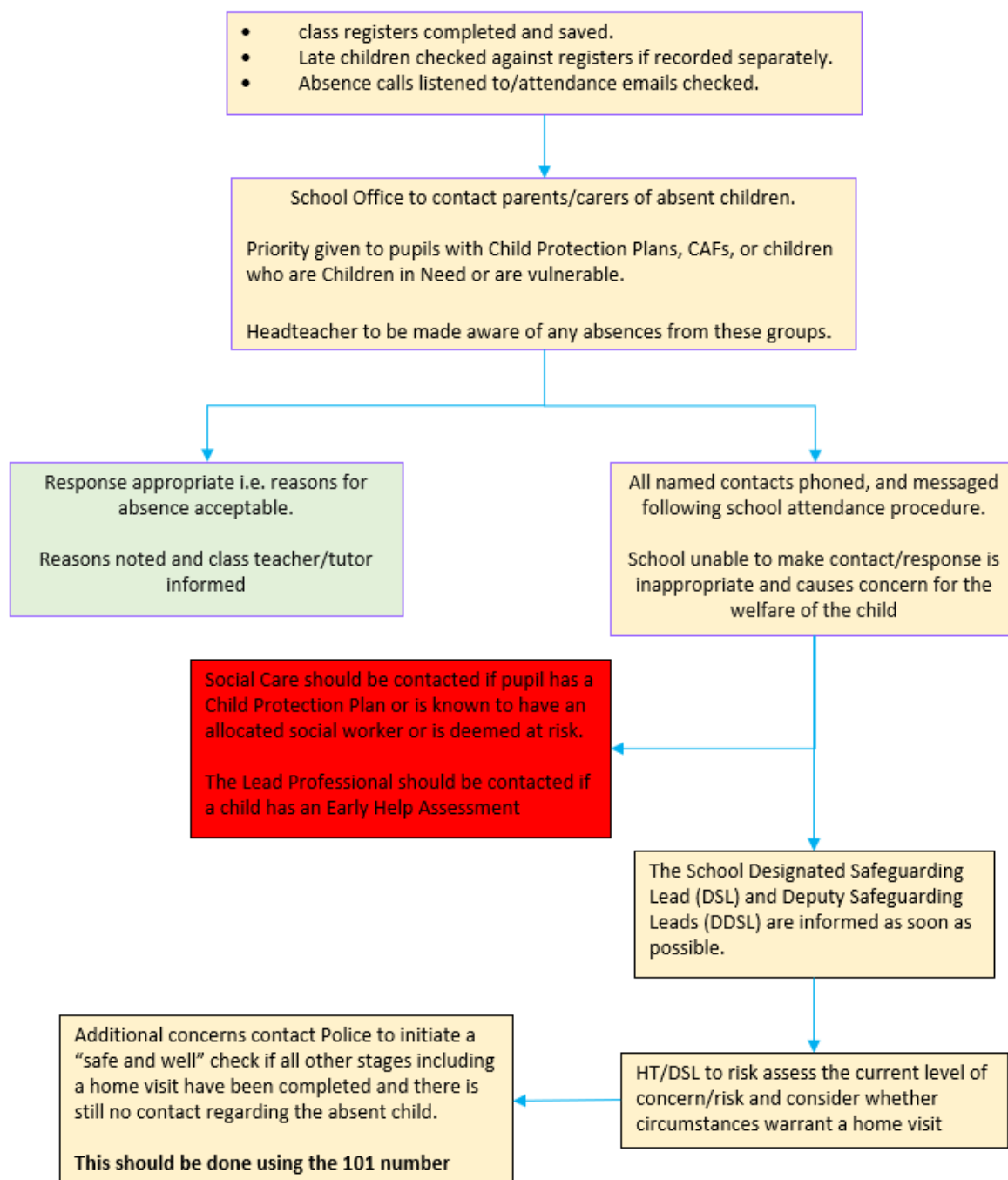
Additional Police guidance

This procedure **must** be used alongside the following Police guidance:

- [When-to-call-police-guidance-for-schools-and-colleges.pdf](#)
- West Yorkshire police truant policy partner expectations and recording document
- West Yorkshire police truant policy letter
- KCSIE 2024 ([Keeping children safe in education - GOV.UK \(www.gov.uk\)](#))

All documents and guidance can be found at <https://kirkleesbusinesssolutions.uk/Page/14663>

All schools



Published March 2018
Reviewed March 2023
Reviewed August 2024
Reviewed August 2025