Attendance Service Local Offer Cambridgeshire County Council 2023/2024

The below Attendance Service offer has been produced to comply with the DfE guidance titled ‘Working together to improve school attendance’, which outlines the responsibilities and duties for both Local Authorities and schools. Please see link for further information. [Working together to improve school attendance](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1073616/Working_together_to_improve_school_attendance.pdf) [(publishing.service.gov.uk)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1073616/Working_together_to_improve_school_attendance.pdf)

Cambridgeshire County Council have adapted our service level offer to meet the duties, which will be accessible to all Cambridgeshire Independent, Local Authority and Academy schools.

Please see below elements of our service level offer.

# Target Support Meetings:

As patterns of attendance are habitual, early identification and support is essential for individual pupils in need of help. Where barriers go beyond the classroom, this requires schools, local authorities, and other partners to work together to put joint support in place as quickly as possible.

Target support meetings (TSM’s) are to be held virtually by the allocated Attendance Improvement Officers (AIO’s) and the school’s attendance lead. This meeting will be used to provide guidance reference recording on the school register, accessing services, school policies, analyzing data and the wider area of attendance approach. AIO’s will also provide support concerning complex cases and pupils who are severely absent, by discussing approaches already taken and aiding the school to identify support from within the LA, statutory and voluntary services.

Target Support Meetings will be offered termly to all schools to provide an opportunity to discuss severely persistent absent pupils.

**Helpline**

Schools will have access to a non-school attendance Helpline, Monday to Friday 9.00 – 15.30 during term time, this is monitored by a trained and experienced Local Authority Attendance Officer.

# Written Guidance

Schools will be able to access the Learn Together webpage for updates to guidance, examples of good practice and template documents. Please see link for further information [Cambridgeshire Pupil Attendance - Advice to Schools - Learn Together](https://www.cambslearntogether.co.uk/cambridgeshire-services-to-schools/cambridgeshire-pupil-attendance-advice-to-schools) [(cambslearntogether.co.uk)](https://www.cambslearntogether.co.uk/cambridgeshire-services-to-schools/cambridgeshire-pupil-attendance-advice-to-schools)

# Referrals (Legal sanctions)

Referrals for legal sanctions will be made online by Local Authority and Academy schools. In the eventuality of an investigation, an Attendance Improvement Officer (AIO) will be allocated at no cost to the school, please note that cases may be investigated by other members of the team and not necessarily by your allocated school AIO.

Investigations will be conducted remotely, and schools will be contacted virtually for information gathering.

PACE interviews will be conducted by the Attendance Team (when considered necessary), the Attendance Service will complete the required court documents should these be required, if a statement is needed from the school, support will be offered by the nominated AIO.

# Legal Panel

The Attendance Service will continue to operate a Legal Panel, which will convene virtually on Mondays (except for Bank and school holidays). Core panel members will endeavor to respond to emails from schools concerning referrals already made.

Legal Panel will process referrals, arrange for allocations, respond to queries of a complex nature, and assure quality of both investigation plans and court statements.

# CME (Cambridgeshire model)

Referrals for children missing in education will be made online, the case will be allocated within five school days to a Children Missing in Education Officer.

Remote investigations will be conducted first to identify the location of the young person, if unsuccessful, a CME Officer will conduct a home visit as appropriate. Schools will be kept informed as the case progresses and notified of any actions required.

# Cluster Meeting/ Training

Two virtual cluster meetings will be provided to all schools per academic year, enabling all schools to obtain updates, access training opportunities and develop knowledge on good practice.

Webinars concerning areas of interest will be accessible to Independent, Local Authority schools and Academies. Further information concerning upcoming webinars and online booking is available on our Learn Together page [Cambridgeshire Pupil Attendance- Advice to Schools - Learn Together (cambslearntogether.co.uk)](https://www.cambslearntogether.co.uk/cambridgeshire-services-to-schools/cambridgeshire-pupil-attendance-advice-to-schools)

Schools and professionals can request access to the Attendance Service You Tube channel, which contains webinar and training recordings.

Training needs and topics of interest will be identified using annual smart surveys and feedback received during Target Support Meetings. All cluster meetings, training and webinars are free of charge for Independent, Local Authority schools and Academies.

# Newsletter/ SWAY

Schools will receive a termly newsletter using SWAY, which will contain updates, links and relevant information. The SWAY can help school Attendance Officers and other professionals to access key points concerning attendance, admissions and school transport.

Please see below chart outlining the activities available from the service. Please note that at present the Attendance Service is not able to operate a buy back scheme.

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| **AIO Activities** |
| **Face to Face Activities** | **Virtual Activities Location: Office Based** |
| Initial meeting with new heads/ Attendance Officer for the school (LA schools only)/ schools with high needs as identified by management. | Cluster meetings |
| PACE interviews – Receipt of Legal Panel approval | Webinars |
| Presenting in court/ giving evidence | Training |
| Truancy sweeps (management sign off) | Target Support Meetings |
| Employment sweeps (management sign off) | Investigation Plans |
|  | Statement writing |
|  | NSA Helpline |
|  | Legal Panel |
|  | Elective Home Education enquiries |

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| **CME Officers** |
| **Face to Face Activities** | **Virtual Activities Location: Office Based** |
| Home visits – where appropriate | CME investigation |
| GRT Support hubs (when operating) | FAP – when needed |

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|  | NSA Helpline |
|  | Legal Panel |
|  | EHE enquiries/ IP’s |
|  |  Social Care meetings (Management sign off)  |
|  |  MASH Meetings (Management sign off) |