

Friday 20th March 2026

Dear Parents / Carers

I am writing to update you on changes to how our Trust supports and manages pupil attendance.

Previously, the Trust worked with VIP Education, who provided attendance support and acted as an Education Welfare Officer (EWO) service. We are grateful for their work; however, we have now decided to bring this provision back into the Trust. This will allow us to work more closely with families and ensure a consistent, supportive approach to attendance across all our schools.

As part of this change, we have reviewed our attendance procedures. We would like to remind parents and carers of our expectations and explain what happens if we do not receive contact regarding a pupil's absence.

Reporting Absence

- Parents and carers must contact the school by **9:00am each day** their child is absent, providing a reason so the correct attendance code can be applied in line with DfE guidance.
- Absences should be reported via either of the following methods:
 - Arbor App
 - Emailing office@rms.i2e.org.uk
 - Telephone: 01889 590394. There is a messaging facility outside office hours
- If no contact is received on the first day of absence, the attendance officer will send a text requesting the reason. Please respond promptly so we can confirm your child's safety.

If We Do Not Receive Contact

- The school will attempt to reach you by phone or text.
- If we are unable to make contact, further attempts will be made using the details we hold.

Safe and Well Visits

- If a child is absent for **three consecutive days** with no contact or explanation, a home visit will be carried out as part of our safeguarding procedures.
- If a child is absent for a longer period but parents are in regular communication, a visit may not be required unless concerns arise.
- If there is reason to believe a child may be at risk of harm, a home visit will take place on the **first day of absence**.



RYECROFT
C.E. MIDDLE SCHOOL

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"Loving and Learning together."

These steps help us safeguard pupils and ensure any concerns are addressed quickly. Thank you for your continued support in promoting excellent attendance.

Yours sincerely

Mrs H Major
Trust Attendance and Safeguarding Lead

