



Millbrook School

Attendance Policy

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1. Introduction

At Millbrook School, we are committed to achieving excellent levels of attendance for individual children. Underpinning this commitment is the belief that if children attend school regularly and punctually they will be best able to take full advantage of the educational opportunities available to them.

2. Statement of Intent

We work closely with Hertfordshire County Council, Children's Services and Integrated Services for Learning in partnership with parents, in order to achieve excellent levels of school attendance and punctuality for all pupils.

3. Responsibilities - Parents and Carers

As stated under Section 444 of the Education Act 1996, it is parents responsibility to ensure that their children attend the school at which (s)he is registered, regularly and punctually.

Parents are responsible for ensuring that their children attend and stay at school.

Parents should:-

- ensure that their children arrive at school on time- doors open from 8.45am to 9.00am.
- instil in their children an appreciation of the importance of attending school regularly
- impress upon their children the need to observe the school's code of conduct
- take an active interest in their children's school career, praising and encouraging good work and behaviour and attending parents' evenings and other relevant meetings
- work in partnership with us, to resolve issues which may lead to non-attendance
- notify the school if they are absent. This should be done on the first day of absence. They should also provide an explanation for the absence. This explanation should be confirmed through medical evidence if appropriate.
- avoid arranging medical/dental appointments during school hours, as this could lead to an unauthorised absence
- should not book holidays during term time, as this could lead to an unauthorised absence, and even a penalty

- should not request their children to be picked up from school before 3.15pm, unless this has been approved by the Head Teacher in advance

4. Responsibilities - Schools

At Millbrook School, we are responsible for supporting the attendance of our pupils and for dealing with problems that may lead to non-attendance. We will ensure that attendance registers are called at the start of the morning session at 9.00am and once during the afternoon session at 1.15pm and to record whether pupils are present, absent or on an approved educational activity.

For pupils of compulsory school age, schools are required to differentiate in the registers between absence that is authorised and absence that is unauthorised.

We will ensure that:

- we work actively to maximise attendance rates - both in relation to individual pupils and for the pupil body as a whole - as one of our key tasks
- we have clear policies in place to address persistent absence
- we support parents in ensuring the regular and punctual attendance of pupils and promptly respond to any issue which may lead to non-attendance
- we are sensitive to the needs of individual parents and this should be reflected in the way in which attendance issues are addressed. We recognise that some parents have difficulty understanding written communications, and we also recognise the reluctance of some parents to come into school.

Punctuality and attendance:

Millbrook School actively encourages excellent levels of punctuality and attendance. Absences and lateness will be monitored and followed up.

Doors Open

School doors open at 8.45am. Pupils may enter the building at that time. Pupils should not arrive at school before 8.40am.

Registration

- Attendance registers are legal documents that may be required as evidence in court cases.
- Morning registers are called at 9.00am and afternoon registers are called at 1.15pm

Lateness

- When a pupil arrives after 9.00am, they will enter school via the office and be recorded as 'late' (L) but counted as present for that session.
- When a pupil arrives after the register has closed and the parent provides a satisfactory explanation, he/she will be marked as 'authorised absent' for that session using the correct code (C).
- When a pupil arrives after the register has closed and the parent fails to provide a satisfactory explanation, he/she will be marked as 'unauthorised absent' for that session. (Code U)

When a pupil arrives late having missed registration, his/her presence on site will be noted in a book in the school office for purposes of emergency evacuation, etc.

Absences

- Parents/ Carers must provide an explanation for all absences from school. This should be initially through a phone call then followed up by a written explanation from the parent/ carer.
- Designated school staff will decide whether to accept the reason given and to authorise the absence. It is the school and not the parent/ carer who authorises absence.

Authorising absences

Only the school can authorise an absence. The fact that a Parent/ Carer has provided a note or other explanation (telephone call or personal contact) in relation to a particular absence does not, of itself, oblige the school to accept it, if the school does not accept the explanation offered as a valid reason for absence. If, after further investigation doubt remains about the explanation offered - or when no explanation is forthcoming at all - the absence will be treated as unauthorised and the parent informed.

Absence will be authorised if:

- the pupil is absent with leave (defined as 'leave granted by any person authorised to do so by the governing body or proprietor of the school')
- the pupil is ill or prevented from attending by any unavoidable cause

- the absence occurs on a day exclusively set aside for religious observance by the religious body to which the pupil's parent belongs
- the school at which the child is a registered pupil is not within walking distance of the child's home; and no suitable arrangements have been made by the LA for any of the following: the child's transport to and from school; boarding accommodation for the child at or near the school; enabling the child to become a registered pupil at a school nearer to his/her home
- the pupil is the child of Traveller parents who are known to be travelling for occupational purposes and have agreed this with the school but it is not known whether the pupil is attending alternative provision
- there is a close family bereavement
- leave of absence has been applied for in advance and has been granted because of exceptional circumstances relating to the application. (Parents should be reminded that they cannot expect, as of right, that the school will grant leave of absence)
- leave of absence should be granted to allow a pupil to take part in a performance within the meaning of s37 of the Children and Young Persons Act 1963 (c) for which a child performance licence has been issued.

Before granting a licence the local authority must be satisfied that the child's education will not suffer. A school letter is requested as part of the licence application as confirmation of this. If a school believes a child's education will suffer as a result of taking part in a performance they should provide reasons to the local authority in writing. The information must be specific to the child (saying for example that it is against school policy is not sufficient). If the school does not provide such information the local authority will issue the licence. The absence should be recorded as code C.

Further guidance is available at -

<http://www.thegrid.org.uk/info/welfare/attendance.shtml>

- Absence should be unauthorised if no explanation is forthcoming from the parents or if the school is dissatisfied with the explanation

Unauthorised absence:

The school will not authorise absence for:

- Holidays in term time
- Shopping
- Looking after siblings or Parent/ Carers who are unwell
- Birthdays
- Dental or doctor appointments without proof
- Tiredness

Schools are encouraged to keep all absence notes for at least a term and when a pupil's absence is a cause for concern to retain the notes until there is no longer a concern.

Following up absences

Millbrook School follows up all absences from school. If no reason has been provided for a pupil's absence by 09.30am on the first day of absence, a Parent/ Carer of the pupil will be contacted by phone, and the reason will be noted.

- If the reason given is not valid, the Parent/ Carer will be advised to bring their child in, to avoid an unauthorised absence.
- If the child has visited the doctors, they will be advised to bring in proof on their return.
- If the child has a sickness bug or diarrhoea, they will be informed of the duration they need to be off from school.

Attendance of all children (that are of compulsory age) is monitored fortnightly by the Deputy Head teacher. If a child's overall attendance is below LA target, a letter will be sent to the Parent/ Carer informing them of their child's attendance. The child's attendance will continue to be monitored, and if their attendance remains to be a concern, then a meeting will be held.

Fixed Penalty Notice

At Millbrook School, the Governing Body and the Senior Leadership Team, expect Parents/ Carers to work with them to address attendance problems. If a pupil's attendance continues to be a concern, and they have at least 4 unauthorised absences, the Deputy Head teacher or the Head Teacher will issue a warning letter advising the Parent/ Carer that a Penalty Notice may be issued to them once their child has reached 15 sessions (half day = 1 session) of unauthorised absences over 2 consecutive terms (including unauthorised holidays). The Penalty Notice is issued by the LA, and is £60 (per parent) if paid within 21 days of receipt of the notice, rising to £120 (per parent) if paid after 21 days but within 28 days of receipt of the notice.

If the notice remains unpaid after the expiry of the payment period and the Local Authority has not withdrawn the notice, the Local Authority will prosecute for the offence under section 444 of the Education Act 1996.

All decisions to prosecute (or not) rest with the Local Authority.

Further information on penalty notices is available at

<http://www.thegrid.org.uk/info/welfare/attendance.shtml> or from the local Attendance Team Manager.

Rewards

Millbrook School rewards good attendance by:

- Publishing weekly on the school blog or in the weekly newsletter, classes with 100% attendance
- 100% attendance certificates distributed at the end of the academic year

Responsibilities - ISL Attendance Team

The ISL Attendance Team fulfils the statutory duty of the County Council in enforcing regular school attendance. In doing so it enables schools and parents to meet their respective responsibilities.

Maintained Schools

Each maintained school in Hertfordshire will have a named Attendance Improvement Officer (AIO) who will work in close partnership with the school. In working closely with schools the Attendance Improvement Officer will offer the following services:-

Consultation Visits - Maintained Schools

Consultation visits by the AIO will be allocated according to need. Need will be identified using the school's annual DfE Absence data for the autumn/spring term from the previous academic year, drawn from the school's census return. Additional visits will be allocated to schools that have a higher than average percentage and number of pupils who are identified as being persistently absent (PA). The purpose of the consultation visit will be to:-

- identify pupils who are experiencing attendance difficulties. This may include an examination of attendance registers
- agree on focused, time-limited action which needs to be taken by the school and/or the AIO. Before accepting a piece of work the AIO will expect school staff to have first undertaken some preliminary work themselves, eg action by the class teacher or year head, contact with parents, etc
- feed back and exchange information in relation to work which has been undertaken by the AIO and/or the school
- identify areas of concern and of good practice in relation to attendance matters
- advise the school on individual and whole school strategies for improving attendance
- assist schools in identifying PA pupils and those at risk of becoming PA and ensuring that effective plans of action are in place

Casework

- AIOs may undertake early intervention work prior to a case being accepted. This may include the following:
- telephoning or writing to the parents about their child's absences or lateness
- attending a meeting with parents arranged by the school to emphasise the need for good attendance and the possibility that, if there is no improvement, the AIO will become formally involved.

Once a case has been accepted, the AIO will undertake direct work with pupils and their parents. This may include:

- arranging meetings between the school, parents and pupils
- making home visits to assess the situation and determine what action needs to be taken
- offering specific support to parents and individual pupils, either at school or elsewhere
- facilitating meetings
- enabling the pupil and parents to access appropriate support from other services and agencies

Attendance Improvement Officers will usually work with children whose absences have not been authorised. However, AIOs may work with children whose absences have been authorised, such as persistent absentee (PA) pupils (see appendix 1).

In-service training for school staff

Attendance Improvement Officers will offer, or assist with, INSET sessions on a range of subjects related to attendance, including:-

- the promotion of regular school attendance
- working effectively with the AIO
- addressing persistent absence
- legal responsibilities relating to school attendance

The Use of Legal Action

If a pupil, who is registered at a school, fails to attend that school regularly without a legitimate reason and attempts by the Attendance Improvement Officer and the school fail to secure that pupil's return to regular attendance, the County Council will take legal action. A complaint may be laid against the parents in the Magistrates' Court under Section 444 of the Education Act 1996, or an Education Supervision Order relating to the pupil under Section 36 of the Children Act 1989 will be applied for. Any exceptional mitigating circumstances relating to the pupil's absence will be taken into account, when considering legal action. 'Exceptional mitigating circumstances' will be determined by the Central Attendance and Employment Support Team Manager on behalf of the County Lead for Attendance. If 'exceptional mitigating circumstances' are not deemed to exist then cases which remain open for more than 24 weeks will be referred for legal action. Legal action will, however, be taken earlier when appropriate.

If, after legal action has been taken, the child still fails to attend school regularly the AIO will keep the case open and will, if appropriate, take further legal action at a subsequent date.

In cases where parents wilfully withhold a pupil from school, or persistently refuse to co-operate with efforts aimed at affecting a return to satisfactory school attendance, the ISL Attendance Team will begin legal proceedings promptly on the grounds that no other course of action is available.

The Central Attendance & Employment Support Team Manager on behalf of the County Lead for Attendance will give approval before legal proceedings are commenced.

The Attendance Team will consider applying for an Education Supervision Order when a parent finds it difficult to exercise an effective influence over a child who has developed a pattern of poor attendance. Education Supervision Orders will not usually be applied for in relation to pupils in Years 10 or 11.

Before an application is made for an Education Supervision Order:

- other possible means of dealing with the pupil's poor attendance will be explored
- the attitudes of the parent and pupil towards the poor attendance, and their wishes as to how it should be dealt with, will be noted
- the Local Authority will be of the view that the Order will have a significant effect on the pupil's attendance at school

Education Related Penalty Notices for Parents of Truants

Subsection (1) of section 23 of the Anti-Social Behaviour Act 2003 added two new sections (444A and 444B) to section 444 of the Education Act 1996. These new sections introduced penalty notices as an alternative to prosecution and enable parents to discharge potential liability for conviction for that offence by paying a penalty.

A penalty notice is a suitable intervention in circumstances of parentally condoned truancy, where the parent is judged capable of securing their child's regular attendance but is not willing to take responsibility for doing so. For example it could be used where a parent has failed to engage in any supportive measures.

School Attendance Orders

If a parent fails to register a child of compulsory school age at a school (and he/she does not intend to educate the child otherwise than at school). The LA will serve a School Attendance Order under Sections 437 - 439 of the Education Act 1996. This requires the parent to register their child at a school named by the Local Authority.

Admission & Attendance Registers

The rules governing the maintenance of registers, including removal from roll, are contained in the Education (Pupil Registration)(England) Regulations 2006 as amended 2010, 2011, 2013 and 2016.

It is important that the school's admission register is accurate and kept up to-date. Schools should regularly encourage parents to inform them of any changes whenever they occur, through existing communication channels such as regular emails and newsletters. This will assist both the school and local authority when making enquiries to locate children missing education.

Where a parent notifies a school that a pupil will live at another address, all schools are required to record in the admission register:

- a) the full name of the parent with whom the pupil will live;
- b) the new address; and
- c) the date from when it is expected the pupil will live at this address.

Where a parent of a pupil notifies the school that the pupil is registered at another school or will be attending a different school in future, schools must record in the admission register:

- a) the name of the new school; and
- b) the date when the pupil first attended or is due to start attending that school.

All schools are required to notify the local authority **within five days** via school admissions - <http://www.intra.thegrid.org.uk/admissions/seam.shtml> when a pupil's name is added to the admissions register at a non-standard transition point. Schools will need to provide the local authority with all the information held within the admission register about the pupil. This duty does not apply when a pupil's name is entered in the admission register at a standard transition point - at the start of the first year of education normally provided by that school.

Registers must be taken at the beginning of each morning and once during the afternoon session. If the register is called at the end of the afternoon session schools should ensure that adequate arrangements are in place to ensure that pupils do not leave school between registrations. They should ensure that pupils can be accounted for in an emergency and that a pupil removed from the school at lunchtime will not go unnoticed.

Registers must record whether each pupil is present; attending an approved educational activity; absent; or unable to attend due to exceptional circumstances. In the case of a pupil of compulsory school age who is absent the register must also indicate whether the absence has been authorised by the school.

Registers should open and close at regular, set times and this information should be publicised to parents.

When calling the register the appropriate mark and/or symbol should be placed against each pupil's name - gaps should not be left so that entries can be made later. In marking registers, schools should use the national set of symbols as advised by the Department for Education (see Appendix 2)

When the reason for a pupil's absence cannot be established at the beginning of a session, the absence should be recorded as unauthorised and any subsequent correction to the register made as soon as practicable after the reason for the absence has been established.

In order to reduce the possibility of post registration truancy secondary schools are encouraged to take class registers in each lesson and/or carry out regular spot checks.

All schools are required to notify the Local Authority of any pupil of compulsory school age who fails to attend school regularly, or who has been absent for a continuous period of more than 10 school days, without a legitimate reason. This duty also extends to academies and independent schools.

For further guidance see -

<http://www.thegrid.org.uk/info/traded/sitss/behaviour/attendance/>
<http://www.thegrid.org.uk/info/csf/admissions.shtml>

Responsibilities of the AIO - Attendance Registers - Maintained Schools

Inspection of registers

Registers should be available for inspection during school hours by an Attendance Improvement Officer when requested.

If the named AIO is concerned that a school's registers have not been kept in accordance with the requirements of the relevant regulations he/she will:

- notify the Headteacher of the concern and suggest that the matter is addressed.
- if no appropriate action is taken by the school, and the AIO remains concerned, the Attendance Team Manager will address the concern with the Headteacher.
- if the matter still remains unresolved, the Attendance Team Manager will write to the Headteacher formally noting the concern. A copy of this letter will be sent to the relevant ISL Area Manager and the County Lead for Attendance.

Registers - Retention

Registers should be kept in a secure place for a period of not less than 3 years.

When computerised registration systems are used a print-out of the register should be made not less than once a month. A print-out of the register relating to a particular school year should be bound in a single volume and retained for a period of not less than 3 years.

Removal from Roll

There are strict grounds as to when schools may remove pupils from their admissions register. These are outlined in **Regulation 8** of the Education (Pupil Registration) Regulations 2006. Regulation 12(6) states that when a school has decided to delete a pupil's name from their admission roll they must notify their Local Authority as soon as the ground for removal is met and no later than the time at which the pupil's name is removed from the register. This responsibility applies to all Maintained Schools, Academies, Free Schools, Studio Schools, University Technical Colleges, Education Support Centres and Independent Schools. Full guidance on Removal from Roll is available at - <http://www.thegrid.org.uk/info/welfare/attendance.shtml>

If the pupil has left the school without explanation and there are concerns about the pupil's welfare please contact the local Attendance Team immediately.

If there are concerns that a pupil may be at risk of Child Sexual Exploitation or radicalisation please contact the local Attendance Team immediately.

If a school is told that a pupil is leaving to attend another school, staff at the school of departure should establish the pupil's new address, the name and address of the new school and the date the pupil will start there. Confirmation should then be sought from the receiving school. When this information has been obtained, the school should complete a Removal from Roll form and return it to the local Attendance Team office. Whenever a pupil leaves a school a Common Transfer File (CTF) must be completed.

If a school is concerned about any aspect of a transfer or if a pupil has "disappeared" the matter should be drawn without delay to the attention of the Local Attendance Team.

Further guidance and a referral form is available at -
<http://www.thegrid.org.uk/info/welfare/attendance.shtml>

Administrative Codes

There are a number of administrative codes which are not counted as a possible attendance in the school census. They must only be used in the circumstances described:

- Unable to attend due to exceptional circumstances (Code Y)

This code is collected in the school census for statistical purposes but is not counted as a possible attendance. It may be used when:

the school site, or part of it is closed due to unavoidable cause; or

the transport provided by the school or the local authority is not available *and* where the pupil's home is not within walking distance; or

a local or national emergency has resulted in widespread disruption to travel which has prevented the pupil from attending school.

- Not required to be in school (Code X)

is used to record sessions that non-compulsory school age children are not expected to attend.

- Pupil not on admission register (Code Z)

enables schools to set up registers in advance of pupils joining the school to ease administration burdens. Schools must put pupils on the admission register from the first day that the school has agreed, or been notified, that the pupil will attend the school.

- Planned whole of partial school closure (Code #)

should be used for closures that are planned or known in advance eg holidays, curriculum planning/training days (up to five per year) or the use of the school as a polling station.

- Different Term Dates for Different Pupils (Code #)

can also be used to record staggered starts or induction days. This is only acceptable where the school ensures that pupils not attending on that day are still offered a full education over the school year.

Approved Off-Site Educational Activity

Pupils who are engaged in off-site educational activities should be recorded as attending (or absent from) an approved educational activity using the appropriate code.

The key features of approved educational activity are that they must be:

- educational *and*
- approved by the school *and*
- supervised by the school or someone authorised by the school

(Study leave is NOT an approved educational activity)

A pupil should be recorded as approved educational activity if he/she is attending:

- an approved work experience placement (Code W)
- a field trip or educational visit (Code V)
- an approved sporting activity approved by and supervised by someone authorised by the school (Code P)
- the pupil is attending an interview with a prospective employer, or another educational establishment (Code J)
- an off site educational activity (Code B)

Note: The B code should be used when pupils are present at an off-site educational activity that has been approved by the school. Ultimately schools are responsible for the safeguarding and welfare of pupils educated off-site. By using code B, schools are certifying that the education is supervised and measures have been taken to safeguard pupils.

- Dual Registered - at another educational establishment (Code D)

Note: This code is used to indicate that the pupil was not expected to attend the session in question because they were scheduled to attend the other school at which they are registered. This code is not counted as a possible attendance in the school census. This code should be used where pupils are attending an ESC, hospital or special school on a temporary basis or for Gypsy, Roma and Traveller children where they are known to be registered at another school for the session in question. Each school should only record the attendance/absence for those sessions where the pupil is expected to attend. Schools must ensure that they follow up all absence in a timely manner.

Consortia Schools

Pupils attending consortia schools as part of their course need only be placed on the registers of their main school. They should be treated as "guest pupils" at the other consortia school/s. The "host" school must have robust systems in place to monitor and report the absence and attendance of "guest pupils" and this must be shared with the main school.

Schools should ensure that in the event of a fire drill or other emergency evacuation they are able to carry out an immediate headcount as to the number of pupils physically present on-site.

Flexi-schooling

Head teachers can agree to flexi-schooling arrangements where the parents take on the responsibility for their child's education for part of the school week. Head teachers are advised to consider any such requests from parents very carefully before agreeing to them and are advised to draw up a written agreement with the parent. Where agreement has been reached, pupils should be marked authorised absent from school during periods when they are receiving home education. (Code C).

Part-time time-tables

All pupils of compulsory school age are entitled to a full-time education. In exceptional circumstances there may be a need for a part time timetable to meet an individual pupil's needs. A part time timetable must be time limited and must not be treated as a long term solution and can only be made with parental agreement. The school should mark the sessions were the pupil is not expected to attend as authorised absence. (Code C).

Guidance on part-time timetables is available at -
<http://www.thegrid.org.uk/info/welfare/attendance.shtml>

Requests for Family Holidays During Term time

Amendments to the 2006 Pupil Registration (England) Regulations which come into effect on 1st September 2013 remove all references to family holidays and extended leave for holidays in term time. The amendments make clear that headteachers may not grant any leave of absence during term time unless there are exceptional circumstances. It is for the Headteacher to determine what constitutes exceptional circumstances and for them to determine the number of school days a child can be away from school if the leave is granted.

At the request from Headteachers the local authority has provided a standard letter to be handed to parents and carers to support the governing body and Headteachers in communicating their decision making regarding individual requests for leave of absence for holidays in term time. This is available on <http://www.thegrid.org.uk/info/welfare/attendance.shtml>

Further information and advice of school attendance including the use of the correct registration codes is available at www.education.gov.uk

The Education (Pupil Registration) Regulations 2006 and subsequent amendments in 2010, 2011, 2013 and 2016 is available at <http://www.legislation.gov.uk>

Further details information and advice on all aspects of school attendance in Hertfordshire is available at <http://www.thegrid.org.uk/info/welfare/attendance.shtml>

Appendix 1

HERTFORDSHIRE COUNTY COUNCIL

Policy for Attendance Improvement Officers working with children whose absence has been authorised

- if the AIO becomes concerned (through checking the attendance register) that a pupil has accumulated significant amounts of authorised absence this will be discussed with the relevant member of school staff
- if it is agreed that there is a concern about the pupil's attendance the school should share this concern with the parents
- if concerns about the pupil's attendance remain, the AIO will consider accepting the case
- if a pupil is identified as being a persistent absentee (PA). Persistent absence is when a pupil enrolment's overall absence equates to 10 per cent or more of their possible sessions.

(Note: if a pupil's absence has been authorised by the school, the LA cannot cite that absence as evidence of non attendance under Section 444 of the Education Act 1996).

Appendix 2

ATTENDANCE CODES, DESCRIPTIONS AND MEANINGS

CODE	DESCRIPTION	MEANING
/	Present (AM)	Present
\	Present (PM)	Present
B	Present at off site educational activity	Approved Education Activity
C	Leave of absence authorised by the school	Authorised absence
D	Dual registered at another educational establishment	Not expected to attend this session
E	Excluded (no alternative provision made)	Authorised absence
G	Holiday (NOT agreed <u>or</u> days in excess of agreement)	Unauthorised absence
H	Holiday authorised by the school	Authorised absence
I	Illness (NOT medical or dental etc. appointments)	Authorised absence
J	Interview	Approved Education Activity
L	Late (before registers closed)	Present
M	Medical/Dental appointments	Authorised absence
N	No reason yet provided for absence	Unauthorised absence
O	Other unauthorised absence	Unauthorised absence
P	Supervised sporting activity	Approved Education Activity
R	Day set aside exclusively for religious observance	Authorised absence
S	Study leave	Authorised absence
T	Gypsy, Roma and Traveller absence for occupational reasons	Authorised absence
U	Late and arrived after the registers closed	Unauthorised absence
V	Educational visit or trip	Approved Education Activity
W	Work experience	Approved Education Activity
X	Not required to be in school (non-compulsory school age pupils)	Not counted in possible attendances
Y	Unable to attend due to exceptional circumstances	Not counted in possible attendances
Z	Pupil not on admission register	Not counted in possible attendances
#	School closed to all pupils (Planned)	Not counted in possible attendances

Detailed advice on the use of these registration codes can be found at
www.education.gov.uk/aboutdfe/advice/f00221879/advice-on-school-attendance