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| **Area** | **Issue** | **Action** | **Possible outcomes** |
| Absence from school:  ***n.b. The education, and any alternative provision , for pupils who are on a school roll, is the responsibility of the school*** | Pupil isn’t well enough to attend school for 15 days or more per term due to health reasons. | Contact Adviser for Education of Vulnerable Children for advice. (Karen McCallum)[AEVC]  Contact SEN Consultant Medical/mobility (Gill Wilson)if pupil could attend school with reasonable adjustments made. | Referral to Medical Education Service or Panel by school.  GW advises school on adjustments and possible equipment |
| Pupil will not attend school regularly – no health issues | The responsibility lies with the school. Discuss with school. If any issues, contact Senior EWO for advice and/or  send e-mail with details to [pupil.absence@trafford.gov.uk](mailto:pupil.absence@trafford.gov.uk) | Parental Responsibility Measures |
| It appears that school are not allowing pupil to attend at all/at certain times or are not making appropriate provision | Contact [behaviour@trafford.gov.uk](mailto:behaviour@trafford.gov.uk)  for advice | EVC service will follow up. |
| Pupil has an EHC Plan | Contact EHC case worker | SEN will follow up |
| Pupil is a child looked after by LA | Contact VHCiC | VHCiC will follow up |
| Pupil is not on roll of a school | e-mail [cme@trafford.gov.uk](mailto:cme@trafford.gov.uk)  with details | CME will follow up |
| Pupil is Home Educated | Contact [ElectiveHomeEducation@trafford.gov.uk](mailto:ElectiveHomeEducation@trafford.gov.uk) | EHE officer will follow up |
| Parents are having difficulty securing a school place | Contact Trafford School Admissions | Admissions will advise  May refer to CME |
| Bullying and e-bullying | Pupil is being bullied in or out of school | Contact [behaviour@trafford.gov.uk](mailto:behaviour@trafford.gov.uk) | May make school aware if it is happening out of school so that they can support  May advise school on strategies  Can signpost Trafford resources |
| Children Missing from Education (CME)  *‘Children of compulsory school age who are not on a school roll’* | Child does not appear to be on a school roll or receiving education otherwise (EHE) | E-mail [cme@trafford.gov.uk](mailto:cme@trafford.gov.uk)  Contact AEVC/B & A Consultant for discussion. If urgent concerns, make MARAT referral | CME team will follow up |
| Elective Home Education | You are aware that a child is being EHE | Contact [ElectiveHomeEducation@trafford.gov.uk](mailto:ElectiveHomeEducation@trafford.gov.uk) | Will check if pupil is on register and follow up |
| Parents wish to EHE and want advice | Contact [ElectiveHomeEducation@trafford.gov.uk](mailto:ElectiveHomeEducation@trafford.gov.uk) | EVC service will follow up \* |
| Exclusion | Family want advice on exclusion law/process | Contact [behaviour@trafford.gov.uk](mailto:behaviour@trafford.gov.uk) | EVC service will follow up |
| Pupil has no Day 6 provision | Contact [behaviour@trafford.gov.uk](mailto:behaviour@trafford.gov.uk) | EVC service will follow up |
| Pupil is out and about during exclusion | Contact Senior EWO’s  [EWOSeniors@trafford.gov.uk](mailto:EWOSeniors@trafford.gov.uk) | Penalty Notice may be issued |
| Pupil is at risk of permanent exclusion | Contact [behaviour@trafford.gov.uk](mailto:behaviour@trafford.gov.uk) | EVC service will clarify and follow up |
| Pupil has been permanently excluded | Contact [exclusions@trafford.gov.uk](mailto:exclusions@trafford.gov.uk) | EVC service will advise |
| School safeguarding | Concerns re the way a school is managing safeguarding  allegations from pupils/parents re members of staff | Refer to Head or Chair of Governors  Refer to MARAT if appropriate  Contact Karen McCallum /Jane Bryan | AEVC may discuss with school  Lower-level issues - training,  Higher level issues  - referred to LADO via MARAT |
| Concerns re safeguarding of individual child/children | Refer to MARAT  Discuss with ESO if unsure | MARAT will follow up  ESO may offer advice, guidance, |
| SEN | There are issues around a pupil who has an Education Health Care Plan (EHC) | Contact SEN/EHC Assessment team | EHC coordinator will follow up or redirect |
| Parents feel that the pupil has SEN but nothing has been done | Advise parent to contact school SENCO, if tried then Contact Parent and Young People Partnership Service and/or SEN Advisory Service (SENAS) | Parent and Young people partnership service or SENAS will follow up or redirect |

\*most parents who wish to EHE do so for very good reasons, however, a small number of parents choose EHE for other reasons (e.g. because they can’t get the school of their choice, because they have lost an SEN Tribunal). These reasons are fine if the parent is providing a ‘suitable and efficient’ education

Contact Details

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| Acronym | Title | Officer | Contacts |
| AEVC | Adviser for Education of Vulnerable Children | Karen McCallum | 912 5278  [karen.mccallum@trafford.gov.uk](mailto:karen.mccallum@trafford.gov.uk) |
| B &A Consultant | Behaviour & Attendance Consultant | Alistair Black | 912 1010  [alistair.black@trafford.gov.uk](mailto:alistair.black@trafford.gov.uk) |
| CME | Children Missing from Education | Karen McCallum/Alistair Black | [cme@trafford.gov.uk](mailto:cme@trafford.gov.uk) |
| EHE | Elective Home Education | Jonathan King | [ehe@trafford.gov.uk](mailto:ehe@trafford.gov.uk) |
| ESO | Education Safeguarding Officer | Jonathan King | [Jonathan.king@trafford.gov.uk](mailto:Jonathan.king@trafford.gov.uk) |
| EWO | Senior Education Welfare Officer | Steve McDowell  Martina Mould | 912 2891/2684  [steve.mcdowell@trafford.gov.uk](mailto:steve.mcdowell@trafford.gov.uk)  [martina.mould@trafford.gov.uk](mailto:martina.mould@trafford.gov.uk) |
| LADO | Local Authority Designated Officer (Safeguarding) | Anita Hopkins | 912 5024  [anita.hopkins@trafford.gov.uk](mailto:anita.hopkins@trafford.gov.uk) |
| MARAT | Multi Agency Referral Assessment Team | Front Desk | 912 5125  [MARAT@trafford.gov.uk](mailto:MARAT@trafford.gov.uk) |
| PA | Persistent Absentees | AEVC/Sr EWO’s | [pupil.absence@trafford.gov.uk](mailto:Puil.absence@trafford.gov.uk) |
| SAT | School Admissions Team | Marilyn Golding | Waseem Chaudhry Team Leader 912 5085  [school.admissions@trafford.gov.uk](mailto:school.admissions@trafford.gov.uk) |
| SEN | SEN Advisory Service (SENAS).  Special Educational Needs/EHC Assessment Team.  SEN Consultant Medical/ mobility | Sally Smith (Inclusion Adviser)  EHC Team  Gill Wilson | 912 8683/8679  [Sally.smith@trafford.gov.uk](mailto:Sally.smith@trafford.gov.uk)  912 5157  [myehc@trafford.gov.uk](mailto:myehc@trafford.gov.uk)  912 3380  [gill.wilson@trafford.gov.uk](mailto:gill.wilson@trafford.gov.uk) |
| PPYPS | Parent and Young people’s Partnership Service | Geraldine English or any of the team | [Geraldine.english@trafford.gov.uk](mailto:Geraldine.english@trafford.gov.uk)  [pypps@trafford.gov.uk](mailto:pypps@trafford.gov.uk)  0161 912 3150/1050/1092 |