Support for schools to access children and families who are difficult to contact.

Please contact if you have any families you have not been able to contact. The following procedure will be used to support you with this.

1. Checking EHM/ICS to see if the child or family have been known to services in order to establish an understanding of risk
2. Share information about involvements with other schools/agencies to see if they have successfully contacted the family
3. When telephone contact, e-mail has not resulted in a response, a written letter sent through the post, asking parents to contact the school asap. (Utilizing the postal service as home visits, door step visits are not currently being recommended for your safety)
4. If no contact discuss with me, and advice and support given in relation to the, consideration of asking the police to do a safe and well visit or a safeguarding referral into MASH

If you have any children and families you have been unable to contact and you have completed Stage 3 above, you can now refer them into the following process. The plan is that Clare and I will be holding a weekly meeting where we will establish,

- if these children and families have been seen by a health professional during the time period since school last made contact
- if school/community health colleagues have any information which would lead us to believe the children in these families are at risk
- if necessary, the meeting could ask the school/community health colleagues to do a door step visit on behalf of the school. As these staff are equipped with the appropriate PPE.

Information must include,

- School Name
- Name of contact in school or DSL (this is the person the information from the meeting will be sent to)
- Contact number/e-mail address for person named above
- Name and Dob of student
- Name of parents
- Telephone contact number
- Address

Please detail the attempts you have made to contact the family. Include specific dates and any additional information which gives you concerns.

My contact number is 0151 443 2969  vicki.clements@knowsley.gov.uk

Any information, decisions or actions from the meeting will be communicated directly back to the school DSL or named school contact. If there is still no engagement with the family following these additional measures that Stage 4, will be discussed and action taken.