

SERVICE SPECIFICATION

Attendance Advisory Service Academic Year 2026 – 2027

What we do

The purpose of this service is to ensure consistent, effective practice across schools, to improve attendance and punctuality, and reduce persistent absence of pupils. The Attendance Advisory Service works in partnership with schools and alternative education providers to ensure that all children and young people are able to access education and reach their full potential.

Academies/Independent schools and Alternative Education Providers, can either purchase all of the services outlined below as part of a comprehensive package or request a bespoke service at an hourly/daily rate.

The Attendance Advisory Officer will:

- Provide Specialist AAO support to schools/academies for a minimum of 5 hours and up to 30 hours per term, dependent on identified need and within requested package.
 - Persistent Absence level of school to be a primary consideration, when deciding on the level of AAS support required.
- Meet with the school/academies nominated member of staff, who has responsibility for dealing with attendance matters.
 - Targeted Support meetings to be face to face and to take place, at least once per term, dependent on package.
 - Targeted Support meeting times to be agreed between both parties.
- Complete preparation work prior to each meeting.
- Discuss identified attendance issues and advise on required action in line with AAS procedures.
- Assist with the analysing of data and use data to inform school/AAS actions
- Liaise with other members of school staff where necessary and/or appropriate e.g. Head teacher, Attendance Lead Officer, SENCO, designated Child Protection Teacher.
- Advise on Education Legislation and DofE Guidance regarding School Attendance/Absence, Elective Home Education and Child Missing Education.
 - Advise on when it is appropriate and within legislation to remove a pupil from roll.
 - Advise on appropriate use of Registration Codes.



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- Be involved with the intervention, prevention and support work undertaken by school/academies, where appropriate, including attending meetings with pupils and parents, in school/academy, or other approved venue.
- Take referrals for pupils where school action has been undertaken in line with DfE guidance and AAS procedures, but where attendance and/or punctuality remains a significant concern, warranting formal legal action.
- Take appropriate and timely action on referred cases, including;
 - Undertake casework in line with AAS and Safeguarding procedures.
 - Undertake home visits, where necessary and appropriate.
 - Liaise with professionals within internal and external agencies where appropriate, to ensure a multi-disciplinary approach.
 - Undertake action that may lead to the issuing of a Penalty Notice or legal intervention and court proceedings.
 - Provide regular and written feedback to the nominated member of staff.
- Provide Electronic copies of;
 - Referral Forms.
 - AAS Referral and Procedure Guidelines.
 - Elective Home Education Referral Forms and Guidance.
 - Children Missing Education Referral Forms and Guidance.
- Review the effectiveness of targets set by school each term.
- Be involved in the attendance improvement plan
- Advise and assist on the development of Schools Attendance Policies.
- Where possible and within time allocation, make themselves available for school staff meetings and/or inset days, for the purpose of training on attendance matters.
- Give advance notice to the nominated member of school staff of alterations to appointment schedule, due to required attendance at case conferences, training or Magistrates court etc. re-negotiating meeting times accordingly.



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Requirements

Schools/Academies will:

- Maintain accurate Attendance Registers.
- Maintain records of communications with parents/pupils.
- Nominate members of staff (Attendance Officer/Lead) to undertake school action to address irregular school attendance.
- Undertake early intervention, prevention and support to children, young people and families in line with DfE guidance, AAS and Safeguarding procedures and guidance.
 - Follow Attendance, Safeguarding and CME procedures, complying with statutory guidance, 'Working Together to Improve School Attendance', 'Keeping Children Safe in Education', 'Working Together to Safeguard Children' and 'Children Missing Education Statutory Guidance 2024'
 - Follow procedures as outlined prior to undertaking agreed referrals to the AAS.
- Nominate a member of staff (Attendance Officer/Lead/Head of Year/Head of School), as appropriate, to work/meet with the AAO.
 - Facilitate meetings with the AAO, to take place regularly and on a planned basis.
 - Provide a suitable working environment.
 - Complete preparation work prior to the visit of the AAO.
- Set targets and review effectiveness on a regular basis.
- Analyse attendance data on a regular basis.
- Provide attendance data and pupil information to the AAO regularly and on an ad hoc basis, as required.

Attendance Advisory Service will:

- Provide line management and supervision to the allocated Officer.
- Chair Pre-Court Conferences at the school where all attempts to improve attendance have been unsuccessful.
- Offer guidance on Education legislation and DofE Guidance/initiatives.



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Statutory Service

Provided to all schools, academies and alternative education providers:

- Communication, advice and guidance.
- Targeted Support meetings.
- Multi-Disciplinary support advice.
- Legal intervention.
- Support the nominated member of school staff in preparing cases for court including witness statements and personal appearances in Magistrates Court.
- Present cases in Magistrates Court.
- Issue Penalty Notices, for the unauthorised leave of absence of pupils, at the request of the Head teacher and in line with the AAS procedures and the Royal Greenwich Penalty Notice Code of Conduct.
- Conduct annual statutory Register audits and/or attendance improvement plans.
- Challenge schools where appropriate in accordance with Pupil Registration Regulations and DofE Guidance.
- Be involved in and follow up on Children Missing Education referrals, liaising with and feeding back to the referrer as appropriate.
- Be involved in and follow up on Elective Home Education referrals, liaising with and feeding back to the referrer as appropriate.
- Give advice and guidance on Child Employment matters.

Contact Details

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