

25 September 2009

Dear Parent / Carer

### **Truancy Call**

One of the most important aspects of Ossett School is that our attendance figures are some of the best in the local area. However we are always looking to improve with this in mind the school has recently trialed an innovative automated telephone system.

Truancy Call sends to parents whose children are absent from school, an automated phone call to their landline or mobile phone (in English and a variety of other languages), a text message to their mobile phone and also has an email option. The parents are then required to respond to these messages by the same manner. Should a parent not respond an hour later they will be called again then repeatedly until the parent responds up until 8pm.

Responses from parents are stored next to each pupil for the school to listen to or view. Each parental response is timed, dated and stored indefinitely. Once listened to or viewed on screen, the person operating Truancy Call can add the appropriate attendance code and date the student is expected to return.

Truancy Call, allows parents/carers, as part of the automated phone call, to speak a reason for their child's absence into the phone and should they have received a text message, then they can text the reasons for their child's absence back.

If the call is made to a voice mail or answer machine a message will be left. However this is not a 'live' call and the option of using the reply system is not available. The system will try again later that day.

Please can I remind parents and carers that although this system communicates student absences, they are still required to inform school of student absences on the first day and confirm this with a letter or a note in the planner on their son/ daughters return to school.

For more information about this system please view the website [www.truancycall.com](http://www.truancycall.com).

Yours sincerely

Mr N Stott  
Assistant Headteacher