**Education Social Work Service**

Following a referral to the ESWS schools can expect:

1. ESWS Area Managers will agree a Service Level Agreement with schools agreeing what work will be undertaken within their allocated hours.
2. Appropriate, timely and professional interventions including assessment and clear action plans.
3. ESWS staff will seek to work jointly with school, parents/carers, child and other agencies regarding assessment, planning and review of cases
4. There will be regular feedback of action plans, reviews and final outcomes
5. Legal intervention will be considered where plans have failed to improve attendance and parents have without identifiable reasons failed to cooperate.
6. Cases may be closed if:

* Attendance has improved.
* Alternative plans have been agreed with the school and/or other agencies.
* Exceptionally where intervention by the ESWS has not resulted in improved attendance, legal intervention is not felt to be appropriate and alternative plans have been explored.

1. On closing an attendance case ESWS staff will suggest plans the school can make to ensure the progress in attendance is maintained.
2. Where the Attendance Leader for the school has concerns about the management of a case and cannot resolve these with the linkworker, Area Managers will be available for consultation.
3. Support for schools using Penalty Notice fines to address the issue of unauthorised holiday and leave of absence in term time.

10. The ESWS Area Managers will be available to advise schools on systems for managing school attendance and seek to provide training where possible for relevant school staff.