

A guide for families

This leaflet explains what the Education Welfare Service does and how we can work with you to support your child's education.

Our responsibilities

The Education Welfare Service has a legal responsibility to monitor school attendance and consider court action against parents whose children do not attend school regularly.

We also have responsibilities to do with:

- protecting children from abuse and danger;
- protecting children in employment;
- licensing children in entertainment; modelling and sport.

Your responsibilities

Your responsibility is to make sure that your child receives an effective education. You can do this by registering your child at a school and making sure they attend it regularly. You are allowed to make other arrangements for your child's education but these must be approved by the Local Authority.

How we work

You can refer yourself and your child to us if you are having difficulty in making sure your child attends school regularly.

Schools refer children and their families to us when they are concerned about their attendance.

Other agencies, such as health, social care and the police can also refer families to us. Education Welfare Officers check school attendance registers regularly. They will usually discuss your child's circumstances with the Head Teacher or a senior teacher if your child's attendance is not satisfactory.

What you can expect of us

We will:

- listen to you and work with you in an open, honest and respectful way;
- work with you to support your child's school attendance;
- support you if you need to visit your child's school to sort out any difficulties;
- include you, as much as possible, in discussions and decisions about your child's education;
- share information with schools and other professionals if we believe it is in your child's best interests, unless you specifically ask us not to. Please note that we do not need to ask your permission to share concerns about child protection.

When other professionals contact us about your child, we will assume that they have told you that they are doing so.

If your child is absent from school through illness and we need to contact your doctor for an explanation, we will ask you to sign a consent form before we contact the doctor.

We need to keep a written record of our contact with you. What we write down will be factually correct and relevant. You have the right to ask to see your records.

Please be aware that, if we have to take legal action against you, what you say to us may be used in court proceedings.

What we will expect from you

We will expect you to:

- work with us to improve your child's attendance;
- tell us what is concerning you, what you think is wrong and what you think might help to solve the problem;
- tell us if you are not happy with what is happening or if you do not understand it, so we can try to answer your questions or concerns.

Our commitment

We are committed to providing equal support to families regardless of race, culture, religion, social background or disability.

We send questionnaires to families so that we can find out how well we are doing and to make sure we offer a high standard of service.

If you have a complaint, please discuss it with the Education Welfare Officer involved. If this does not resolve the difficulty, please write to the Senior Education Welfare Officer at Borough Hall.

Where can you contact us?

Education Welfare Officers are based in schools. Please contact your child's school for the telephone number of your Education Welfare Officer.

Alternatively, contact the Education Welfare Service at Borough Hall as per the address and phone number on the back of this leaflet.



Finding out more

If you would like further copies, a large-print copy or information about us and our services, please telephone or write to us at our address below.

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Per Informazione

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Informacja

Za Informacije

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BEDFORD
BOROUGH COUNCIL

Information for parents and carers



The
Education
Welfare
Service