



## EDUCATION WELFARE SERVICE PUPIL TRACKING FREQUENTLY ASKED QUESTIONS

**Q: Why do I need to worry about tracking pupils who go 'missing'?**

A: Because it is the duty of all who work in the education service to secure the safety of each child in their care and ensure that the whereabouts of all pupils are known.

**Q: What do I need to do?**

A: Keep the pupil on roll, code any absence as unauthorised and refer to the EWS (within 10 days of continuous unexplained absence) using the Pupil Tracking referral form.

**Q: Why do I need to keep the pupil on roll?**

A: Because pupils who disappear, stop attending or have gone 'missing' should not be deleted from school registers until all avenues have been followed (Education (Pupil Registration) Regulations 2006).

Investigations must be undertaken by both the school and the local authority (EWS) to try and trace the pupil. If the pupil is not found, the EWS will advise the school when to delete the pupils name from registers.

**Q: What do I need to do if a parent/carer informs me that the pupil is leaving the school?**

A: Get as much specific information as possible from the parent/carer (departure dates, full contact address, phone numbers, new school details, emergency contacts etc...). Do not take pupil off roll. Refer pupil to EWS Pupil Tracking if applicable.

**Q: What can I expect from the EWS when I refer a child for Pupil Tracking?**

A: Liaison about the case, checks with external agencies (e.g. housing, benefits, council tax, health etc...) and clarification about if/when the pupils name can be removed from roll.

**Q: Who can I contact with any questions/queries?**

A: The Education Welfare Service is happy to help. Please ask to speak with a Pupil Tracking Officer. You can contact us at:

Education Welfare Service,  
Oasis Academy: Brightstowe,  
Penpole Lane,  
Shirehampton,  
Bristol, BS11 0EB

Tel: 0117 3533686/7 Fax: 0117 3533688  
Email: [welfare.north@bristol.gov.uk](mailto:welfare.north@bristol.gov.uk)