



Bridging The Way

Inspiring through Education

Attednance & Welfare Service Theory of Change

Why we exist, who we support, and how lasting change happens

Regular school attendance is fundamental to educational achievement, wellbeing and future life opportunities. However, many children and young people face barriers that prevent them from attending school consistently, including poor routines, family difficulties, emotional wellbeing, safeguarding concerns, unmet SEND needs, low engagement, and a lack of trust in education or statutory services. The Attendance & Welfare Service provides early, relationship-based intervention that works alongside schools, families and partner agencies to identify and address these barriers before they escalate. Through mentoring, family engagement, home visits and coordinated multi-agency working, the service supports children to attend school regularly, engage positively in learning and remain connected to education.

Risks

Families choose not to engage with the service.
Attendance is affected by issues outside the school's control (housing, poverty, domestic abuse, illness).
Delays in external agency responses.
High referral volumes reduce intervention capacity.
School priorities or staffing changes affect implementation.
Funding limitations impact long-term sustainability.

Measures

Attendance and punctuality data.
Persistent absence rates.
Home visit records.
Welfare call records.
Learner support plans.
Attendance action plans.
Learner voice.
Parent/carers feedback.
School staff feedback.
CPOMS and safeguarding records.
Early Help referral outcomes.
Multi-agency meeting records.
Case studies demonstrating individual progress.

Outcomes

Short-term
Barriers to attendance identified.
Improved communication between school and home.
Increased family engagement.
Improved morning routines.
Increased learner confidence and motivation.
Stronger relationships with trusted adults.
Medium-term
Improved attendance and punctuality.
Reduced persistent absence.
Improved engagement in learning.
Improved behaviour and participation.
Increased parental confidence in working with schools.
Earlier identification of safeguarding concerns.
Long-term
Sustained improvements in attendance.
Reduced suspensions and exclusions.
Increased educational engagement and achievement.
Reduced vulnerability to exploitation and harm.
Stronger partnerships between schools and families.
Improved life chances for children and young people.

Impact

Children and young people attend school consistently, engage positively in learning and achieve better educational outcomes. Families build stronger relationships with schools and access support earlier, while schools benefit from improved attendance, reduced persistent absence and strengthened partnership working. Through early intervention and collaborative support, the service helps prevent disengagement from education and reduces the risk of longer-term safeguarding, social and educational challenges.

Target Population

Children and young people aged 5–16 attending mainstream primary schools, secondary schools, Alternative Provision and specialist settings who are experiencing:
Persistent or emerging attendance concerns.
Poor punctuality.
Internal truancy or disengagement from learning.
Risk of suspension or exclusion.
Family barriers affecting school attendance.
Emotional wellbeing or mental health challenges.
SEND or neurodivergent needs affecting engagement.
Safeguarding concerns or increased vulnerability.
Difficulties transitioning into or between educational settings.

Assumptions

Early intervention prevents attendance concerns from escalating.
Trusted relationships improve family engagement.
Families are more likely to engage when support is culturally responsive and non-judgemental.
Schools share timely attendance and safeguarding information.
Multi-agency collaboration leads to better outcomes.
Consistent mentoring supports sustained improvements in attendance and engagement.

Activities

Daily and weekly attendance monitoring.
First Day Response calls.
Home visits and welfare checks.
Attendance mentoring.
Family engagement and practical support.
Attendance action planning.
Morning routine support.
Reintegration following suspension or prolonged absence.
Multi-agency meetings.
Early Help referrals.
Safeguarding identification and escalation.
Travel training where appropriate.
Cultural mediation between schools and families.