

# Gateway Attendance Concern referrals requests

A step-by-step guide to completing the embedded Gateway form for Attendance Concern referrals, including requests for fines for absences not exclusively coded 'G'.



# G Code Only Fines (holiday fines)

The Working Together to Improve School Attendance guidance released in September 2024 has made significant changes to the school fines process. More information on fixed penalty notices (fines) can be found here - [Fixed penalty notices for unauthorised absence including leave of absence for unagreed holidays during term time | Ealing Grid for Learning](#)

This Gateway profile is only for fines for absences coded 'G' in the school's register (holiday fines). If you wish to request a fine for a parent for an absence other than a holiday (the absence maybe recorded in the register with a mixture 'O', 'U' and 'G' codes, please complete the form on the Attendance Concern profile.



# Checklist

01

Information and the opportunity to respond:

Please make sure your Attendance Policy makes it clear the Fixed Penalty Notices may be issued for unauthorised absences.

Please ensure the pupil's parents and anyone else you have requested the fixed penalty notice is issued to has had the opportunity to provide the school with any evidence they feel will allow the school to authorise the absence retrospectively.

02

Old enough:

Some children in Reception class have not yet reached statutory school age (SSA). Children do not become of statutory school age until the first day of the term after their fifth birthday.

If you are requesting a fine for a child in Reception class, please make sure they are over SSA. We cannot issue fixed penalty notices to parents of children under SSA.

03

Who is receiving the fine:

Make sure you have named all of the parents and people who have day to day care of the child you wish a fixed penalty notice to be issued to.



## Sign In

Sign in with your Ealing My Account

Sign In with Ealing My Account

or

Sign in with your Parent or Professional Account

Enter your Parent email address or Professional username

You must enter an email address or username to continue

Sign In with Existing Account

# Step 1

Log into the Gateway site:  
[Sign In - Existing Account](#)

If you do not have an account, please contact  
[ealingeducationict@ealing.gov.uk](mailto:ealingeducationict@ealing.gov.uk)\*

\* Please see last slide

Modules ▾ Profiles: Extended Unauthorised Leave ▾ Refresh Profile Toolkit Working on: LIVE CH

Click to select a Child

### Extended Unauthorised Leave

#### Pupils on Extended, Unauthorised Leave Abroad

Did parents request leave? ☐ Yes ☐ No

Date letter 1 sent

Date on letter 2 by which pupil must return

I confirm I have uploaded all other correspondence with the family regarding this absence ☐

Has absence been unauthorised? ☐ Yes ☐ No

Date letter 2 sent

I confirm I have uploaded all letters in the process sent to the parent/s so far ☐

I confirm I have uploaded the pupil's registration certificate ☐

#### Document Upload

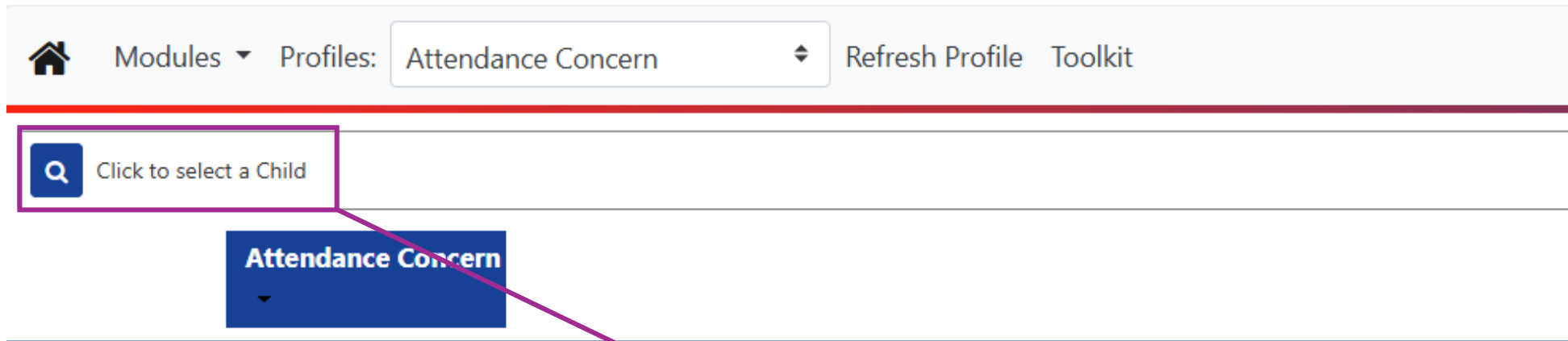
## Step 2

Select G Code Only Fines from the 'Profiles' drop-down list.

If you cannot see this profile in the drop-down list, please contact [ealingeducationict@ealing.gov.uk](mailto:ealingeducationict@ealing.gov.uk)\*

\* Please see last slide

## Step 3



Home Modules ▾ Profiles: Attendance Concern ▾ Refresh Profile Toolkit

Click to select a Child

Attendance Concern ▾

To find the correct child:

- Click on the magnifying glass
- Enter their name or date of birth into the fields in the pop up
- Click 'Search'
- Select the child from the list that appears on the right of the screen

# Step 4

 Modules ▾ Profiles: Attendance Concern ▾ Refresh Profile Toolkit

Working on: LIVE 

 Surname : TEST Forename : Test Middle Name(s) : Date Of Birth : 01/01/2011 Gender : Male DfE UPN : NC Year : NC Year 9 PID : 807544

Attendance Concern ▾

**Unauthorised Absence** 



Percentage unauthorised absence

Reason/s absence was not authorised

Click on 'edit' in the blue headers to access and enter information into the fields in each section.

Once you have filled in all the relevant fields click on 'update' to submit this data close the section. If you do not wish to save what you have entered, please click 'cancel'.

## Step 5

 Modules ▾ Profiles: Attendance Concern ▾ Refresh Profile Toolkit Working on: LIVE 

 Surname : TEST Forename : Test Middle Name(s) : Date Of Birth : 01/01/2011 Gender : Male DfE UPN : NC Year : NC Year 9 PID : 807544

Attendance Concern ▾

Unauthorised Absence

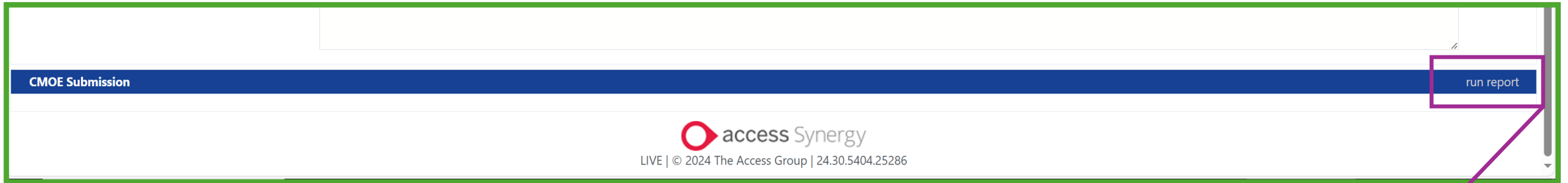
Percentage unauthorised absence38.2

Reason/s absence was not authorisedNo evidence of illness

updatecancel



# Step 7



The screenshot shows a web interface for 'access Synergy'. At the top, there is a dark blue header bar with the text 'CMOE Submission' on the left and a 'run report' button on the right. The button is highlighted with a purple rectangular box. Below the header, the 'access Synergy' logo is centered, followed by the text 'LIVE | © 2024 The Access Group | 24.30.5404.25286'. A purple line extends from the bottom right corner of the 'run report' button box, pointing towards a text box below the screenshot.

Once you have filled in all the relevant sections click on 'run report' in the blue header of the 'G Code Only Fines Submission' section at the bottom of the page.

## Step 8

**Run Report**

\* Report

\* Format

\* = mandatory field

Open Report after creation ☐

Click on 'Open Report after creation' to produce a PDF document of all the information you have entered once the form is submitted.  
To submit the form, click on 'run report' again.

# What information is required?

Unauthorised Absence	<ul style="list-style-type: none"><li>Percentage unauthorised absence</li><li>Reason/s absence was not authorised</li></ul>	All fields must be completed
Needs of Pupil	<ul style="list-style-type: none"><li>Select SEND status from drop down list</li></ul>	This field must be completed
Primary needs of pupils with SEND Support or EHCP	<ul style="list-style-type: none"><li>Cognition and Learning</li><li>Communication and Interaction</li><li>Social, Emotional and Mental Health difficulties</li><li>Physical and/or Sensory Needs</li><li>Date of last Annual Review if pupil has an EHCP</li></ul>	<ul style="list-style-type: none"><li>Please tick all primary needs that apply if the pupil has a SEND Support Plan or EHCP</li><li>Date of last Annual Review must be supplied if the pupil has an EHCP</li></ul>
Other Agencies Involved / External Support	<ul style="list-style-type: none"><li>Child Looked After</li><li>Child Protection Plan</li><li>Child in Need Plan</li><li>SAFE Support Worker</li><li>Early Help/EHAP</li><li>CAMHS support</li><li>SAFE Evolve support</li><li>Educational Psychologist</li><li>Speech and Language Therapist</li><li>Occupational Therapist</li><li>Community Paediatrician</li><li>Hospital consultant</li><li>GP</li><li>Other agencies</li></ul>	<ul style="list-style-type: none"><li>Please tick all that apply</li></ul>

.....cont

School's known reason for absence	<ul style="list-style-type: none"><li>• Wier family circumstance</li><li>• Bereavement</li><li>• Emotion based school absence</li><li>• Diagnosed mental illness/condition</li><li>• Parent/carer health</li><li>• Illness</li><li>• In-school issues</li><li>• In-term leave (unauthorised holidays)</li><li>• Housing (instability, distance, overcrowding)</li><li>• School refuser (does not include pupils where EBSA or mental ill health is suspected or confirmed)</li><li>• Other – please expand</li></ul>	<ul style="list-style-type: none"><li>• Please tick all that apply</li></ul>
School Actions Completed	<ul style="list-style-type: none"><li>• Formal letters sent</li><li>• Meetings offered</li><li>• Attendance contract offered</li><li>• Attendance support plan offered</li><li>• EHAP offered</li><li>• I confirm I am satisfied enough support has been offered by the school</li></ul>	<p>Please provide the dates they occurred of all actions school has already completed.</p> <p>While there may be limited occasions where it has not been reasonably possible to exhaust the school's attendance escalation system before making a referral to your Link Attendance Officer, please be aware that your referral may be rejected if it is felt that more needs to be done before we can accept it.</p>
Intervention Suggested by School	<ul style="list-style-type: none"><li>• Please add the details of any interventions the school believe would help here:</li></ul>	<p>This field is your opportunity to tell us what intervention from us you think might best help improve the pupil's attendance. While we may not action the intervention suggested, it will be considered when deciding next steps.</p>

## Confirm Suitability, Fixed Penalty Notice 10 O,U,G

- I am aware that the school will need to provide a simple witness if required for court action (a template for this is available in the school toolkit on EGFL).
- I am aware that if there is a challenge to this fine it will be referred back to the school in the first instance
- I confirm that the school's attendance policy makes clear when fixed penalty notices will be issued
- I confirm that parents were not given approval for this period of absence.
- I confirm that the pupil is of statutory school age (term after pupil turns five to last Friday of June in Year 11).
- I confirm that the parent/s have been advised that a Fixed Penalty Notice (fine) will be issued for this absence/these absences and have been given the opportunity to provide mitigating evidence, i.e. proof of illness, etc.
- I confirm that mitigating evidence for any period of absence included in this Fixed Penalty Notice has either not been provided or has not been accepted by the school.
- I confirm that we have offered appropriate support and considered any obligations under the Equality Act 2010 and are of the view that this action is the best available tool to change parental behaviour.
- I confirm I will upload registration certificate for the pupil
- Pupil's date of admission to school for Fixed Penalty Notice
- Date school last requested a Fixed Penalty Notice (fine) for this pupil

Please only complete this section if you are requesting a fine for an absence or absences that are any combination of register codes 'O', 'U', and 'G'.

If you are requesting a fixed penalty notice for an absence made up only of 'G' codes, please use the 'G' Code Only Fines profile.

These fields are all mandatory if you are requesting a fixed penalty notice. If any are not completed your request will be rejected.

## Document Upload

- Title
- Document name
- Document category
- Reason for Information (Including passwords to open document)

- Title and Document name can be the same:  
This is whatever you have named the document when you saved it on your own system.
- Document category:  
You should only have one option. If there is an error and more options are available, please always choose the one that matches the profile you are using (in this case that is Extended, Unauthorised Leave)
- Reason for Information (Including passwords to open document):  
This is any information you feel we should know about the document you are uploading.

# What Happens Next?

01

The details of your request will be checked. If the required information is missing your request will be rejected and you will need to complete this, before submitting it again.

02

Your Link Attendance Officer will consider your referral and take a decision on what next steps are most appropriate.

03

Your Link Attendance Officer will update you to let you know what action has been taken.

# Queries & Further Information

Hopefully, this guide has answered many of your questions about completing the Attendance Concern form on Gateway. If you have any burning questions not answered here or require any further information, please see the following sources:

Gateway account logins or difficulty:

[ealingeducationict@ealing.gov.uk](mailto:ealingeducationict@ealing.gov.uk)\*

Trouble finding a pupil on Gateway or pupil information that is incorrect:

[ealingeducationict@ealing.gov.uk](mailto:ealingeducationict@ealing.gov.uk)\*

Guidance on Attendance:

A range of guidance and tools can be found on EGFL:

[Attendance | Ealing Grid for Learning](#)

General attendance queries:

Please speak to your Link Attendance Officer.

*\*Please make sure you use a secure email system (Egress etc.) when sending emails to [ealingeducationict@ealing.gov.uk](mailto:ealingeducationict@ealing.gov.uk) that contain any personal information about a pupil, to maintain GDPR and confidentiality compliance.*