



Long Sutton County Primary School
Dick Turpin Way, Long Sutton, Spalding, Lincs, PE12 9EP
Telephone 01406 363381
E-mail enquiries@ls.keystonemat.org
Web site www.longsutton.lincs.sch.uk

Wednesday 16th September 2026

Dear Parents and Carers,

We have recently received a number of queries regarding attendance information displayed on the MCAS app and the process for reporting absences and requesting leave of absence.

Firstly, we would like to thank all parents and carers for the commitment and support you show towards your child's attendance. We know that good attendance plays a vital role in children's learning, wellbeing and progress, and we greatly appreciate the positive partnership we have with families in ensuring children are in school and ready to learn each day.

To help answer some of the most frequently asked questions, we would like to clarify the following points:

MCAS Attendance Display

Please be aware that the attendance information shown on the MCAS app does not update instantly. Attendance records can take up to **24 hours** to refresh, so if you notice something that doesn't look quite right, we kindly ask that you allow this time before contacting the school office.

Medical Appointments

Where a child is absent due to a medical appointment, evidence must be provided in order for the attendance mark to be recorded as an authorised medical absence. This can include appointment letters, text confirmations, screenshots or other relevant documentation.

Until evidence is received, the absence may appear on MCAS as an **unauthorised absence**. Once evidence has been provided and processed, attendance records will be updated accordingly.

Leave of Absence Requests

Any request for leave of absence during term time must be submitted using a **Leave of Absence Form**, together with any supporting evidence that clearly shows the dates being requested.

To allow sufficient time for consideration, forms should be submitted **at least two weeks before** the intended absence wherever possible. Each request is reviewed individually, and a decision will be made in line with attendance guidance and the circumstances provided.

Please note that until a Leave of Absence Form and supporting evidence have been received and processed, the absence may initially appear as **unauthorised** on the MCAS app.

Reporting Illness

If your child is unable to attend school due to illness, please notify the school by **9.00am** on each day of absence. You can do this by:

- Leaving a voicemail
- Sending an email
- Calling the school office
- Speaking to a member of the office team in person

Our office staff are always happy to help and will ensure that your child's absence is recorded appropriately.





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Sickness and Diarrhoea

For cases of sickness and/or diarrhoea, children must remain at home for **48 hours after the last episode** before returning to school. This helps to reduce the spread of illness and protects the health and wellbeing of all members of our school community.

We hope this information helps to clarify our attendance procedures and answers some of the questions we receive most frequently. As always, if you are unsure about anything or require support with attendance-related matters, please do not hesitate to contact the school office. We are always happy to help.

Thank you for your continued support and cooperation.

**Kind regards,
School Office**



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