



Home Visit Policy and Procedure

Review

Review Cycle	Date of Current Policy	Author(s) of Current Policy	Review Date
Biannual	September 2023	Tracey Kildea	September 2025

Ratification

Role	Name	Signature	Date
Chair of Governors	Rachel Evans	R Evans	13 Sept 2023
Principal	Gina De N'Yeurt		Sept 2023

Appendix 1	Home Visit Risk Assessment
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Policy and Document References	Safeguarding Attendance Loan Working
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Details of Policy Updates

Date	Details
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Introduction

Home visiting that can sometimes include loan working is an essential part of support work. May Park Primary is committed to ensuring that it does not put any of its staff in a situation of unreasonable risk.

Home Visit Definition:

A home visit is a visit that requires member(s) of staff to enter the home of a parent, carer, or guardian in the case of an emergency visit or a procedural visit.

Aim:

At May Park Primary we recognise that Parents, Carers and Guardians are children's first and most enduring educators and we value the contribution they make. The aim of a home visit is:

- To establish a partnership between P/C/G and staff so that all parties share their knowledge about the child to enable the individual needs of the child to be met.
- To develop and strengthen relationships with P/C/G for the best interests of the child.

Reasons for home visits:

Home visits are important in helping the school to contact new or current P/C/G. They are particularly useful as they enable the P/C/G to still have contact with the school, but in their own environment. Home visits are to be used when:

- Students are refusing to come into school
- When there are attendance issues/concerns
- When students are being educated at home
- When all other means of contact with a family has failed
- To meet with P/C/G to discuss an issue regarding their child where it is in the best interest of the child to have that discussion in their own home rather than at school or where it would be difficult for a P/C/G to attend school for a meeting and information needs to be shared in a face-to-face meeting in a timely manner.
- To try and establish that a child is safe if they are absent from school and attempts to contact P/C/G have not elicited a response and we have any welfare or safeguarding concerns for the student.
- To work with and support P/C/G in developing strategies to help their child attend school where attendance is an issue.
- To collect from or drop a child off at home where there are concerns for a child's welfare if they travelled by other means.
- To drop off or collect work for a child when they are completing school work at home e.g. following a fixed term suspension or medical issue.

- To visit a child who has been off school for a period of time, for example due to a medical issue, so that they do not feel isolated from school.
- To investigate situations where there are suspicions that someone may be on holiday contrary to earlier indications (for example when a child is not at school and reported as being ill during the same period for which a request for exceptional leave in term time had been refused)
- As part of the admission procedure into a Nursery or Reception Class

Benefits

Home visits have many benefits. For P/C/G and children, a home visit gives the opportunity to meet a key person in a setting that they are familiar and comfortable with. Other opportunities are to:

- Establish a positive contact with a key member of staff who is supporting the child.
- Meet family members that are important to the child.
- Talk about the child and their needs.
- Be familiar with the school's policy and procedure for home visits.

Procedures

The aim of the home visit policy procedure is to ensure good working practice and to provide guidelines in reducing risks to members of staff when undertaking home visits.

Before the Visit

- Be familiar with the school's policy and procedure
- Be clear about the purpose of the visit. Make sure that a home visit is necessary. (If possible and/or practical, arrange for P/C/G to come into the school)
- Discuss with the Safeguarding Lead whether it is deemed appropriate for the visit to be made alone or whether an additional person is required to protect professional integrity and ensure staff safety.
 - If required, arrange for an appropriate person to accompany you; home visits should be conducted in pairs. Clarify each person's role.
- Make sure you are well informed about the family and are aware of personal circumstances.
- Have a contingency plan if things go wrong e.g., if the car breaks down or you get lost
- Consider who you need to see, e.g., one or both P/C/G, with or without the child.
- Wherever possible make an appointment to establish a time convenient to the family and to ensure that everyone you want to see will be present. Either make a phone call or send a letter.
- Refer to the 'Home Visits Risk Assessment' (appendix 1) and inform the Admin Team and your Line Manager of your intended location before departing and expected time of return

During the Visit

- Always carry your mobile phone, make sure it is always switched on so you can be contacted for checks or need to report issues
- Park or walk in a well-lit area if during darkness
- Dress appropriately.
- Introduce yourself, have identification available and explain again the purpose of the visit, always carry your identification with you
- Do not enter the premises unless invited in by a responsible adult.
- **Do not enter the premises if invited to do so by a child that is on the premises unsupervised by a responsible adult.**
- Only speak to an adult with parental responsibility (P/C/G) or another responsible adult whom a P/C/G has delegated to be there in their absence and they have given us permission to speak to about the pupil for whom we are making the home visit.
- Do not speak to siblings other than to ask if their P/C/G is available. Do not discuss the purpose of the visit with siblings or any other unknown young person or adult at the premises.
- Do not go upstairs in a property unless accompanied by a responsible adult and then **ONLY** if you deem it completely safe to do so and necessary.
- Do not enter a child's/young person's bedroom.
- Be aware of pets and other adults in the home. If necessary, ask the family to put any uncaged animals in a separate room
- If you are concerned that a child/young person is in the home alone/unsupervised contact the schools safeguarding team straight away to discuss your observations or to seek immediate advice from them if you are uncertain whether the child is alone/unsupervised. If appropriate the Safeguarding Lead will make a referral to social care.
- If you feel that a child/young person is in immediate danger contact emergency services 999.
- Explain that you may need to take notes during the meeting. Do not promise not to relay information to school. Remember that under the child protection procedures you must report disclosures or suspicions to the Designated Safeguarding Lead.
- Be sensitive to the culture, religion etc of the home.
- Be professional; give professional advice and information rather than personal opinions.
- Always consider confidentially. Do not talk about other families that the family may be in contact with. Be discreet but assertive about the direction of the conversation; do not gossip about the school or staff.
- Do not stay too long. Keep to the point.
- Do not carry large sums of money or any valuables with you
- Complete CPOMS Home Visit log/Home Visit form as evidence

Action to take if you are threatened

- If you are threatened or prevented from leaving stay calm and try to control the situation. Try to appear confident, speak slowly and clearly and not be enticed into an argument. Try to diffuse situation by saying you will seek advice from a senior member of staff or colleague.
- Keep your distance, never touch, or turn your back on someone who is angry.
- If staff attend as a pair wait outside the property until all staff involved have arrived. Consider whether sending out two members of staff may escalate the difficulties.
- If working as a pair agree a code word (safe word) or phrase to alert a colleague that you need assistance or should leave.
- Staff must leave the property and reach a place of safety if you have any concerns about personal safety and inform school immediately.
- Ring emergency services

After the visit

- Report back to the school Admin Team/Line Manager and update Home Visit CPOMS log in line with school policy.
- If you are not returning directly to school, telephone the school after the visit to say you have left the home visit.
- Any Child Protection concerns arising from home visits should be discussed with the Safeguarding team on arrival back to school.
- It is essential that staff write a short report on every visit they make.
- If an incident does occur the visitor should record all details as soon as possible after the incident or before the end of the school day
- If an accusation of abuse is made against the visit/visitor advice should be sought from the head teacher as soon as possible.
- If no contact is made with the P/C/G during the home visit, ensure you leave a MPP calling card/note, stating date and time of visit and a brief message

NB:

If you are concerned about your safety do not proceed with the visit

It is strongly recommended no one makes an evening home visit

