

## Home Visit policy

<b>Document Owner:</b>	<b>Mr K Pawar – Vice Principal</b>
<b>Ratified By:</b>	<b>Mr S Mallett - Principal</b>
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## Our Policy in Practice

This policy is designed to protect the safety of all Erdington Academy staff from:

- Potential dangers include verbal abuse, or threatening behaviours, emotional or physical violence and potentially damaging allegations being made against staff
- Home visits will only take place with staff in pairs on the first occasion, but can then be carried out individually if the risk assessment deems it appropriate

## Staff specific

- Home visits should not be the first option, other procedures in line with safeguarding and attendance should be carried out first e.g. phone contact, in school meetings with parents/carers
- Home visits can only take place when the policy and protocols are fully met, and only within the context of the school's role
- Accompanied home visits with other professionals should always follow school policy and protocols
- Home visits must be logged on Bromcom, unless it raises a safeguarding concern which is to be logged on my concern.
- In the case of nobody answering the door, a note should be left to inform that a visit had been attempted
- This policy should be used in conjunction with existing school policies and procedures
- Policy and procedures must be consistently applied.

## Working in partnership with Parents/Carers

- Be aware of parent/carer responsibilities for the child & check parental responsibility
- Be a good listener
- Whenever possible make appointments in advance for home visits except in the case of safe and well checks
- With pre-arranged appointments ensure that parents/carers know when you will arrive, how long you will stay, what will happen, what kinds of questions you will be asking and what information you will bring
- Confirm parents/carers actual name and title and keep on record. Do not presume that there are two parents with the same surname as the child or at the same address
- Do not assume that parents/carers are literate
- Make sure you consider diversity of social, cultural, racial, religious and sexual orientation

## Working in Partnership with other Agencies

- Communicate with other agencies that are already involved with the family
- Clarify the role of professionals involved to avoid duplication and so that you are not working at cross-purposes with other agencies

- Evidence of good practice is where services liaise and support each other with a clear and common aim of assisting the student and family to overcome barriers to learning

#### Specific Protocols for all Home Visits by all staff

##### Risk assessment

- Where home visits take place a risk assessment should be made in advance and any areas of concern following the visit should be passed on. Potential risks should be identified and appropriate measures taken to secure the safety of staff
- Check to see what is known and information available about the home and family
- Talk to other professionals who may already have had contact or involvement with the family
- Obtain information about the location of the home visit. For example, does the area have a reputation for being unsafe, isolated
- Discuss strategies to adopt when working with potentially challenging parent/carer/family with your Line Manager
- Where potential risks are identified consult your Line Manager whether alternative arrangements can be made
- The risk assessment is completed on the first home visit and should be uploaded to 'myconcern' for reference. This needs to be updated if there are any changes.

##### Health and Safety

- Home visits must be undertaken by at least two people on the first occasion, but can then be carried out individually if the risk assessment deems it appropriate
- Inform members of staff such as Student Support Services, Reception or Line Manager when you are leaving for a home visit and ensure they have your mobile phone number. Members of staff should also formally sign out and sign back in
- Details of the visit should be recorded on Bromcom
- Carry with you and show parents/carers identification
- Demonstrate normal courtesy – wait to be invited into the home
- If a child answers the door, ask if an adult is present in the house before entering. In line with safeguarding procedures do not enter if an adult is not present
- If you are concerned about the safety of a child left home alone or for any other reason, follow the usual safeguarding procedures
- If you need to speak to a child in confidence, a member of the family or a colleague should be present or within sight during the interview
- Care should be taken that your proximity to a child cannot be misinterpreted
- If the parent/carer appears at all uncomfortable about the visit continuing, staff should leave, offer to continue at another convenient time or with a telephone call/ in school

meeting at an agreed time or and give the parent/carers the telephone number/ email to arrange

- All contacts with the child and family should be recorded on Bromcom
- Be alert, trust your instincts and if a situation feels dangerous or threatening – leave, pre-arrange an exit code with your partner.

#### After the Home Visit

- Contact your Team or Line Manager immediately after the visit is finished informing them that you have returned, this includes if conducting a visit on the way home from work, and if or not contact was made.
- If contact not made then a discussion with the appropriate Line Manager must follow to decide on the appropriate next steps
- Those who are aware of the home visit must advise the Line Manager if staff have not made contact by the agreed time and agreed actions must be followed
- Details of the visit and agreed action should be recorded on Bromcom and relevant staff made aware of any follow up actions.

#### Complaints

- Any concerns that any individual wishes to raise need to follow the trust relevant complaints policy.

Please find below the link, that leads to the form that needs to be completed when completing home visits.

[Home visit form.docx](#)