



**Document Control**

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The Arthur Terry Learning Partnership, a charitable company limited by guarantee, registered in England and Wales, company number 07730920.  
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# **The Arthur Terry School**

## **Home Visits Policy**

### **SECTION 1**

#### **Our Policy in Practice**

- This policy is designed to protect the safety of all Arthur Terry School staff
- 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

#### **Staff specific**

- Staff should only do accompanied home visits
- 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 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
- 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 and ensure both parents are kept informed if both parents have 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

## **SECTION 2**

### **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

#### **Health and Safety**

- Home visits must be undertaken by at least two people
- Inform members of staff such as the ECM Team, Line Manager when you are leaving for a home visit and ensure they have your mobile phone number
- Prior to leaving you must record the details of your home visit with ECM. They will record on their Home Visits whiteboard the time of your visit. Sign out in Reception and on your return record the Home Visit in the Home Visits spreadsheet in the ECM shared area. If visit is out of school hours a Line Manager should be informed of your safe departure from the home
- Details of the visit should be recorded on the Home Visits spreadsheet. This includes the purpose of the visit, family name, child's name, address, telephone number, time of appointment & departure, people present during the visit, outcomes of the visit
- 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 the contact with a telephone call and give the parent/carer the telephone number of their line manager
- All contacts with the child and family should be recorded on the Home Visits spreadsheet and relevant staff kept informed of the action and outcomes of the visit
- 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 are safe
- 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 the Home Visits spreadsheet and relevant staff informed of any action