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Home Visit Procedures

Person Responsible: Mireilli Forrest, Executive Headteacher

Hayley Nicolas, Deputy Headteacher

Policy Last Reviewed: July 2023

Policy Next Review: July 2026

Rationale

The school has elected to carry out home visits whereby a member of staff enters the home of a child's parent/carer as part of an emergency or procedural visit. Although the list is not exhaustive, home visits are most likely used in the following cases:

- In-year admission (i.e. to learn about a child and their family who are new to our school community);
- Persistent absenteeism (i.e. a child with attendance below 90%);
- School refusal (i.e. a child who is refusing to attend school);
- On the third day of a child's unexplained absence (i.e. telephone and e-mail contact with a parent/carer has not been possible) to check the child is safe;
- A child's long-term absence due to a medical issue (e.g. post-surgery recovery);
- Fixed-term or permanent exclusions (e.g. to drop off/collect schoolwork and check on their wellbeing);
- Provide support for families where a child showcases difficult/dangerous behaviour in school and/or at home;
- Assess (and then provide) Early Help for families in difficulty; and/or,
- Provide support in line with a Child in Need or Child Protection plan as required.

Home Visit

Procedure Before the visit

- Clarify the purpose of the visit, planning for it accordingly (e.g. visiting the family of a persistently-absent child so have the facts and figures to hand regarding the effects of poor attendance, check child's class timetable, upcoming whole-school events and available spaces at before- or after-school clubs to further entice back to school etc.);
- Ensure training is up to date (e.g. visiting a family where domestic violence has occurred; revisit training available on the school's on-line CPD platform);
- Complete the risk assessment (Appendix 2) regarding additional control measures to determine whether the home visit can be completed alone or if it must be completed as a pair (or not at all; for example, in the case of infectious diseases);
- Telephone the family to arrange a mutually convenient time for the visit, ensuring all those you wish to see will be present and that the home address is correct and access to the building is possible, including identifying any issues with parking, and make clear the purpose of the visit;
- Add the visit to the school diary, including the full address of the property;
- Complete the first section of the home visit form (i.e. purpose of visit and additional safety measures); and,
- Ensure mobile phone is charged and working, any resources needed for the visit are gathered, any personal belongings (e.g. expensive or sentimental belongings) are kept securely in school or at home, and a safe word is agreed - as well as a time to make contact with - those working in the School Office and the Headteacher via telephone call or text message.

During the visit

- Park in a well-lit area in a position where you need not reverse to leave;
- Introduce yourself, including job title, and show your identification (i.e. school lanyard);
- Only enter to the premises if it is safe to do so (i.e. Is the adult you are due to see present? Is there a possibly-dangerous animal present?) and if invited in by a parent/carer with parental responsibility or another adult as agreed by the parent/carer with parental responsibility in the initial telephone call;
- Be sensitive to the religious or cultural norms of the home (e.g. asking whether to remove shoes);
- Share the purpose of the visit again, agreeing the duration of the visit before beginning discussion/activity as planned;
- If it is necessary to work with a child one-to-one, do so with the door open;
- Choose words wisely, aiming to share professional advice and limiting personal opinions that could offend and result in a dangerous situation;
- At the end of the visit, agree the outcomes (e.g. scheduling a further home visit, organising a follow-up telephone call etc.);
- If the School Office and/or Headteacher have not had contact from the member of staff at the agreed time, they should make a telephone call followed by a text message to ensure staff member is safe, contacting the police to organise a welfare check as needed; and,
- If at any time during the home visit a member of staff or a member of the household is in immediate danger, telephone 999, dialling 55 into the keypad if unable to speak to the operator.

After the visit

- Complete the home visit form, recording a subsequent record on CPOMS if needed;
- If you are not returning to school (i.e. the end of the home visit coincides with the end of your directed time), please telephone the School Office or Headteacher to say you have finished the visit; and,
- Maintain confidentiality, only discussing the home visit with members of the Safeguarding Team at the weekly meeting.

Monitoring arrangements

The procedure will be reviewed in light of any issues arising from a home visit, otherwise, the procedure will be ratified by the full governing body every three years.

Links with other policies

This Home Visits Procedure has links to the following policies:

- Attendance Policy
- Children with Health Needs Who Cannot Attend School Policy
- Child Protection Policy
- Exclusions Policy
- Health and Safety Policy
- Managing Abusive Parents, Carers and Visitors Policy
- School Behaviour Policy
- Staff Code of Conduct
- Supporting Pupils with Medical Needs Policy

Child's name:	Date of birth:	Preferred name:
Any medical needs or allergies?		Do you have any religious or cultural beliefs that you wish your child to follow or maintain at school?
Does your child have siblings?		Do they currently attend Hurst Drive?
Is there another language regularly spoken at home?		Does your child understand and/or speak any languages other than English?
Has your child been to nursery or pre-school? Which one?		
Who will drop off and collect your child?		
What does your child enjoy doing at home? What toys/activities do they most enjoy?		
What do you and your child enjoy doing together? Include family, pets, friends		
Is there anything worrying you about your child starting school?		
What is the best way of keeping in touch with you? (Letter, email, phone)		

RISK ASSESSMENT FOR: Home visits / loneworking				
Establishment: Greenfield and Hurst Drive Federation		Assessment by: Mireilli Forrest Manager Approval: Emma Kight		Date: July 2023 Date: July 2023
What are the hazards?	Who might be harmed and how?	What are you already doing?	Are Normal Control Measures Y/N/NA	
			In Place	Adequate
Lone working working offsite alone Home visits etc.	Staff`	<ul style="list-style-type: none"> For home visits background information on the family is gathered beforehand, a specific risk assessment conducted where necessary. Where higher risk identified visits not to be conducted alone Reduce time spent working alone so far as is reasonably practicable. All staff to be familiar with lone working procedures. Mobile phone available, charged and switched on. Agreed schedule –times and location of visits to be known. Staff are empowered to leave situations when they perceive imminent risk to their personal safety. Staff assess unexpected risks on arrival (e.g. Evidence of alcohol use, dogs, etc.) and assess suitability to continue with the visit. Response procedure in event of overdue contact. Contact point available in office Staff own experience and training in recognising signs of aggression and avoiding / de-escalating this, i.e. Personal safety Training. Regular supervision and arrangements for debrief / feedback from staff. 	Y	Y
	Accident / injury, delayed assistance in emergency		Y	Y
	Physical assault / verbal abuse		Y	Y
	Cuts / abrasions, muscular skeletal and other physical injuries		Y	Y
			Y	Y
			Y	Y
			Y	Y
			Y	Y
			Y	Y
			Y	Y
Staff at greater risk due to personal circumstances	Lone working staff who are pregnant, young, disabled, have medical conditions or are on medication, who are inexperienced, or under the influence of alcohol or drugs. Injury and ill health.	<ul style="list-style-type: none"> Lone workers asked to disclose details of any medical condition, medication, etc. which might affect their safety at work. Individual staff risk assessments conducted as required (no known issues at time of assessment). 	Y	Y
			Y	Y
Assessment review date: [July 2024] (usually within one year, or earlier in the event of incident, a change in conditions or if more frequent review is warranted.)				

What do people love and admire about me?

What makes me happy?

How I communicate my needs,
wants and interests with others

Anything else (e.g. profession,
involvement, developmental concerns,
birthmarks):

Photo

Who is important in my
life? :

I celebrate these festivals:

My Name is:

My date of birth is:

My first day at Greenfield was on:

I am allergic to/I cannot have:
(Please include reason such as
allergy/religious observance etc)

I have/have not been to
another preschool:

How will I need to be supported at
Nursery? (toileting, feeding, transition etc)

What will help me to settle into
Nursery?

My favourite rhymes and stories
are: