



Home Visits Policy

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Rationale

1. The Eden Academy Trust recognises the importance of establishing close working relations with parents and carers. There are many occasions where it is felt that a home visit is appropriate. On these occasions designated members of staff will follow the agreed procedure of this policy. The frequency of these visits will vary according to the pupils' needs. Home visits are an important part of the overall information gathering process. They provide an opportunity for parents and carers and the school to work closely together to best meet the needs of the child. Home visits provide an opportunity for parents and carers to express their opinions in an environment in which they feel confident.

Line management

2. This policy applies equally to school-based staff, family services and therapy staff, but the authorising line managers are different. To avoid excessive repetition below the term 'authorising manager' will be used. For school-based staff this person is the Headteacher, Deputy Headteacher or Assistant Headteacher, and for family services or therapy staff this person is the Team Leader or Service Manager.

Procedures

3. Before a home visit is arranged, the designated member of staff must ensure that the visit is planned and then agreed by the authorising manager.
4. Procedures that are specified in the Home Visits Policy are followed:
 - The staff member fills out an Eden Pre-Home Visit Assessment Form and gives it to the authorising manager.
 - The staff member identifies any measures needed to make the visit safer where appropriate and lists these on the form
 - The authorising manager assesses the visit based on the form and adds any further safety measures to the form where appropriate
 - The member of staff fills out an Eden Home Visit Form directly prior to the visit taking place. The form is signed by the authorising manager

(it can be pre-signed based on the Pre-Visit Form being previously agreed)

- The staff member ensures that the school admin team has a copy of the form before leaving the school
- The staff member must carry a mobile phone, and have it switched on. The authorising manager and the admin staff must hold the number of the mobile phone.
- When off-site on school business and planning to return home directly without returning to school first, the staff member must let someone at home know where they are working and what time they plan to be home, if it is not at the usual time.
- The home-based designated person must be kept informed of any changes to the information they have been given about the home visit.
- When off-site on school business and planning to return to school the member of staff must ensure someone at school (usually the school admin team) knows the plans, where the member of staff is working and what time the member of staff plans to be returning to the school.
- The member of staff carrying out the home visit must make themselves aware of the pupil's details and relevant history
- A Home Visit Risk Assessment form must be completed and left with the authorising manager before any visit
- Staff members must always have a clearly identifiable Trust ID badge when making a visit.
- On leaving the school site the staff members sign out at the school reception giving full details of the destination and expected time of return.
- During the visit the designated member of staff is representing the school. It is important that the discussion focuses on the initial reasons why a home visit has been deemed necessary. The member of staff

must be fully informed as to the current circumstances, and the home situation.

- Any issues raised by parent at the meeting outside of the scope of the initial reason should be noted and forwarded to a relevant member of staff on return to school.
- The Home Visit Risk Assessment must be used to plan the visit.
- During the visit, if there are any new concerns of unexpected situations upon arrival or during the meeting, the designated member of staff must consider if it is safe to proceed or continue with the meeting.
- If there is any doubt, they must leave and make alternative arrangements to meet with the parents/carers, accompanied by another member of the team if appropriate.

Post-visit

5. After the visit the designated member of staff must:

- On returning to the school site, sign in at Reception.
- Complete a record of the discussions and any action points identified during the visit.
- If the designated member of staff does not return to school at the agreed expected time of return:
- It is the responsibility in the first instance for the authorising manager to contact the staff member via their mobile phone.
- In their absence, an alternative member of staff will ring.
- If contact is not possible, the authorising manager will call the student's home contact details.
- Where necessary, the authorising manager will contact the Police.