



Home Visits Protocol Policy

Governor committee:	Personnel
Governor review date:	June 2016
Next review date:	June 2017
Staff resp. for review:	CE

Norbury Manor Business and Enterprise College

Protocol for Home Visits 2016-17

Working in Partnership with Parents/Carers

- Show respect for parents/carers/families as equal partners in the relationship
- Make appointments in advance and offer a choice
- Accept families' rights not to want a home visit
- 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
- Do not assume that all parents are literate; other issues may prompt the Learning Mentor/teacher/HOY to contact bilingual support services for the family
- Consider issues of Social, Cultural and Religious differences

Working in Partnership with other Agencies

- Communicate with other agencies already involved with the family
- There is a need to clarify the role of other professionals involved to avoid duplication and so that mentor/teacher/HOY is not working at cross-purposes with other agencies
- Evidence of good practice is where two or more services liaise and support each other with a clear common aim of assisting the student/family to overcome barriers to learning

Health and Safety

- Let your Line Manager and the Front Office know where you are visiting and leave details of the address, your mobile phone number and expected time of return with them. Agree a time that you will ring one them to inform them you have concluded the visit
- Demonstrate normal courtesy - wait to be invited into the home
- It is important that all contacts with children and families are recorded
- A note should be made of all people present at the meeting, dates and times, etc.
- Use common sense, trust your instincts and if a situation feels threatening - leave, saying for example, that you are going back to get something from your car

Risk Assessment

Where home visits take place it is useful that a risk assessment is taken into account. This will identify any concern about potential violence or risk and appropriate measures to be taken.

- Check records as to what is known and information available
- Consult with other professionals who may have already had contact or involvement with the family
- Discuss with the Line Manager what strategies to adopt when working with a potentially difficult parent/carer/family
- Where there are deemed to be potential risks - Contact by phone/post and invite them into college
- Meet them in another public place
- Do a joint visit with the HOY/Mentor/Education Welfare Officer/Attendance Officer, etc.

Guidance for Home Visits

Staff should make two people aware of any home visit, preferably the line manager and the Front Office.

As far as possible, the member of staff should if possible be accompanied by another member of staff when making home visits. An estimated time of leaving and returning should be provided. A mobile phone should be taken on the visit. The college should be aware of the mobile phone number. The phone number of the home being visited should also be readily available should difficulties be encountered. Staff should apprise themselves of any previous visits by other staff and acquire background information from social services, Educational Welfare Officers or Educational Psychologists if this is available.

Staff should be fully acquainted with the location of a student's home and how to get there to avoid having to stop and ask for directions. Staff should have the appropriate insurance cover for their cars as such visits are regarded as 'business' by insurance companies.

If staff are anxious on arriving at a location and feel their safety could be jeopardised, they should not take the risk of proceeding further. They should telephone the home and advise that they are unable to attend. Alternative arrangements should be made.

All home visits should be recorded with the reason for the visit, points discussed, agreements reached and any concerns that the mentor/HOY, etc. may have from the meeting, however trivial these may appear at the time. Clear and detailed record keeping may well prevent problems in the future.

Travel plans should only be changed if relevant staff have been alerted.

Staff may consider the carrying of a personal alarm.

Public transport must not be used, unless agreed in advance by a member of SLT.

Confrontation should always be avoided. At the first sign of potential danger the person visiting should make a speedy exit from a home. Staff should never assume that violence wouldn't happen to them. While there are hundreds of home visits made safely every day, personal safety is paramount. Any incident should be reported to the line manager immediately.

An Equality Impact Assessment has been carried out with regard to this policy. There was found to be no significant impact on any group with protected characteristics i.e. this policy does not discriminate against anyone on the basis of disability, gender re-assignment, pregnancy and maternity, race, religion or belief, gender or sexual orientation.

Updated June 2016.