

## Home Visits Policy

Policy Code:	HS7
Policy Start Date:	September 2018
Policy Review Date:	September 2021

Please read this policy in conjunction with the policies listed below:

- HR6 Data Protection Policy
- HS5 Health and Safety Policy
- HS6 Lone Working Policy
- SW5 Safeguarding and Child Protection Policy

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## **1 Policy Statement**

- 1.1 The policy outlines the procedures for an employee carrying out a home visit, whether this is to visit a student, a parent/carer, an employee or other.
- 1.2 The Trust recognises that employees are one of its most important assets in providing a high quality service and as such wishes to maintain a consistent approach to the welfare of its employees and their safety when completing home visits.
- 1.3 The Trust has a legal responsibility to provide safe systems of work and individuals have a responsibility to follow safe working practices within the Trust and the community.
- 1.4 References to the Trust or Academy within this policy specifically include all primary, secondary and special academies within the Trust, as well as Robert De Cheney Boarding House, the Early Years setting at the Priory Witham Academy, Priory Training, Priory Apprenticeships, Lincolnshire Teaching School Alliance and Lincolnshire Teaching School Alliance SCITT.
- 1.5 This policy does not form part of any employee's contract of employment and it may be amended at any time.

## **2 Roles, Responsibilities and Implementation**

- 2.1 The Pay, Performance and HR Committee has overall responsibility for the effective operation of this policy and for ensuring compliance with the relevant statutory framework. This committee delegates day-to-day responsibility for operating the policy and ensuring its maintenance and review to the HR Director.
- 2.2 Leaders and Managers have a specific responsibility to ensure the fair application of this policy and all employee are responsible for supporting colleagues and ensuring its success.

## **3 Aims**

- 3.1 To provide an effective reliable service to families and students, e.g. to meet with a family to discuss a concern, to discuss or collect a non-attender, to deliver work to a student who is absent from the Academy. There may be times when it is most appropriate to visit the home to meet with parents/carers and/or the student.

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- 3.2 To build, develop and strengthen a relationship with the family in a familiar setting for the child.
  - 3.3 For hard to reach families home visits provide an opportunity for parents/carers to express their opinions in an environment in which they are confident.
  - 3.3 For employees on long-term sickness, the aim of the visit is to check their welfare. These visits will be conducted by the Human Resources Team and the PA/Admin/Line Manager of the employee or other appropriate nominated staff.
  - 3.4 Where a discussion may be required with a member of staff and the home environment is more appropriate to the place of work.

#### **4 Employee Safety**

The Trust has a duty of care to employees to maintain their safety throughout the home visit.

- a) An employee should never carry out a home visit without informing anybody at their setting.
- b) Ideally home visits should not be arranged after 4.00pm.
- c) For visits within working hours, employees must inform their Line Manager/Deputy Manager of the expected time to return to site, and call and inform the office should the time of return change.
- d) If a visit has to take place after 4.00pm this should be agreed with the Line Manager.
- e) For visits out of hours the employee should notify their Line Manager either by telephone or text message that they have returned home safely after the visit.
- f) Employees should take a mobile phone with them and ensure it is switched on throughout the visit.
- g) Employees must not go to the family home to meet alone with a student.

#### **5 Data Protection**

- 5.1 The employee may be required to carry student or employee data when going on a home visit, this will include names, phone numbers, addresses, any case details etc. The employee must ensure that this data is protected whilst away from the Trust site. It is imperative that data is not stored in a car that is unattended and the employee must ensure the data remains with them throughout the visit. For more information please refer to HR6 Data Protection Policy.
- 5.2 If you believe there may have been a data breach, please refer to the HR6A Trust's Data Breach Policy.

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## **6 Procedures for a home visit to parents/carers and families**

### **6.1 Pre Visit**

- a) Identify the purpose for the visit and what the visit aims to achieve.
- b) Where appropriate, consent must be sought from the parent/carer prior to any visit being undertaken.
- c) Where a visit is pre-arranged, agree a date and time for the home visit. If necessary, confirm the arrangement of the home visit via letter. If appropriate, remind the family on the day of the visit by telephone.
- d) A risk-assessment should be undertaken prior to the initial visit (or amended following any changes to the family environment). Following an assessment, appropriate risk management measures should be in place before visits are agreed.
- e) Home visits to families who have been referred from other services are to be coordinated with the external service involved.
- f) Ensure all information on the family is obtained prior to the visit, including if a home visit has taken place before and any services the family have used. It may be appropriate to speak with the Designated Safeguarding Lead (DSL) about the family.
- g) Agree upon a suitable plan of action with the Line Manager/appropriate member of staff in the event that you do not return to site at the expected time and you have not rung to inform them of a delay.
- h) Plan your route – taking into account how you will travel to the home, how long the journey will take and any safety precautions you might need to take (which should be included in the risk-assessment).

### **6.2 The visit**

- a) When attending a home visit stand clear of the door and ask for the person you have arranged to visit and show your identification badge to the person who has answered the door.
- b) Employees must always follow occupants into the room.
- c) Employees must not enter a home if there are any doubts concerning safety, e.g. if they appear to be under the influence of alcohol or drugs, if the person with whom the visit has been arranged is not in.
- d) For data protection purposes, take only documentation which is needed for the visit.
- e) Information and action points from the home visit, where appropriate and necessary, should be documented and agreed by all parties.
- f) Any issues raised by parents/carers at the meeting outside of the scope of the initial reason should be noted and forwarded to the relevant member of staff on return to the setting.

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## **7 Procedures for a home visit to employees**

### **7.1 Pre visit**

- a) Consent must be sought from the employee prior to any visit being undertaken. Ensure the employee knows why the visit is being undertaken.
- b) Ensure a date and time for the home visit are agreed. If necessary, confirm the arrangement of the home visit via letter. If appropriate, remind the employee on the day of the visit by telephone.
- c) The employee must be informed who is undertaking the visit.
- d) The employee has the right to invite someone of their choosing to attend the meeting as a supportive measure.
- e) A risk-assessment should be undertaken prior to the initial visit (or amended following any changes to the family environment). Following an assessment, appropriate risk management measures should be in place before visits are agreed.
- f) Agree upon a suitable plan of action with the Line Manager/appropriate member of staff in the event that you do not return to site at the expected time and you have not rung to inform them of a delay.
- g) Plan your route – taking into account how you will travel to the home, how long the journey will take and any safety precautions you might need to take (which should be included in the risk-assessment).

### **7.2 The visit**

- a) When attending a home visit stand clear of the door and ask for the person you have arranged to visit and show your identification badge to the person who has answered the door.
- b) Employees must always follow occupants into the room.
- c) Employees must not enter a home if there are any doubts concerning safety, e.g. if they appear to be under the influence of alcohol or drugs, if the person with whom the visit has been arranged is not in. All employees should remove themselves from danger as quickly as possible.
- d) For data protection purposes, take only documentation which is needed for the visit.
- e) Information and action points from the home visit should be documented and agreed by all parties.
- f) Any issues raised by employees at the meeting outside of the scope of the initial reason should be noted and forwarded to the relevant member of staff on return to the setting.

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## **8 Reporting and Recording Incidents**

- 8.1 All employees must report every incident of violence or abuse, including verbal abuse when it occurs or as soon as possible after the incident to the Line Manager or Headteacher.
- 8.2 If, during the course of the visit, a member of staff uses positive handling techniques on the student, then this should be reported and the Physical Incident Form (Appendix A) should be completed.
- 8.3 Any accident, incident or near miss should be reported on the Trust's Health and Safety Portal.
- 8.4 All incidents should be investigated and, if necessary, relevant agencies notified.
- 8.5 Following an incident safety measures will be reviewed and amended if appropriate and, if necessary, further training will be available for the employee(s).

## **9 Policy Change**

- 9.1 This policy may only be amended or withdrawn by the Priory Federation of Academies Trust.



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# **The Priory Federation of Academies Trust**

## **Home Visits Policy**

This Policy has been approved by the Pay, Performance and HR committee:

Signed..... Name..... Date:

Trustee

Signed..... Name..... Date:

Chief Executive Officer

Signed..... Name..... Date:

Designated Member of Staff

Please note that a signed copy of this agreement is available via Human Resources.

**Appendix A**

**Physical Incident Form**

Name of Student		Tutor Group	
Date of Incident		Time of Incident	
Staff Involved			
Staff Witness		Student Witness	

How did the incident begin? (attach statements if necessary)

De-escalation Techniques Used			
Verbal advice and support		Reassurance	
Non-threatening body language		Instruction	
Support systems		Step away	
Options offered		Negotiation	
Other (specify)			

Reason for Physical Intervention			
Assault		Child Liable to Injury	
Vandalism		Other Child Liable to Injury	
Bullying		Staff Liable to Injury	
Abuse		Property Liable to Damage	
Serious Disruption		Good Order Prejudiced	

Physical intervention (including guiding)	
Intervention – please explain the incident and what contact occurred	

Length of Time in Restraint	
Minutes	



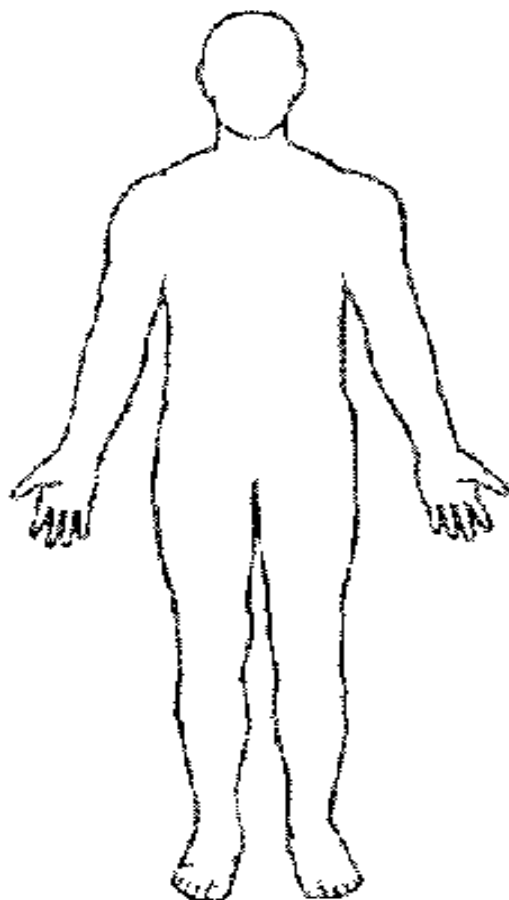
Details of any Injury					
Staff					
Student					
Logged on H&S portal? (include date)					
Incident reported to		Date		Time	
Report compiler		Date		Time	

All Staff Involved		
Name	Signature	Date

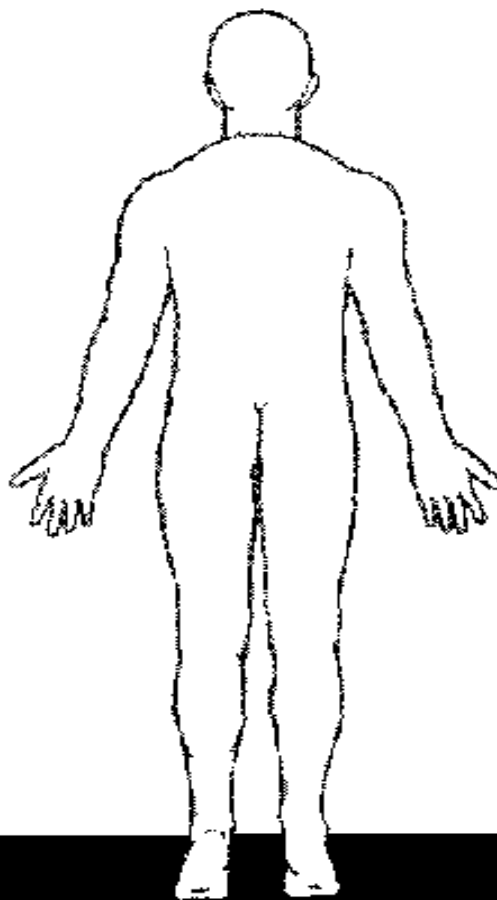
Post Incident Discussion With Student			
Location		Date	Time
Present			
Brief Description Of Outcomes			
Student Signature		Staff Signature	

Action Taken by Headteacher/Deputy Head/SENCO					
Parents/Carers Informed		Date		Time	
Strategies Agreed at Post Incident Meeting					
Staff Signature		Headteacher/SLT/SENCO		Date	

## Body Map



**Front**



**Back**

Name of person completing form:

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Signature:

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Student's name:

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Student's signature:

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Date:

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