NORBURY HIGH SCHOOL for GIRLS

Home Visits Protocol

Review date:	**Sept 2026**
Next review date:	**Sept 2027**
Staff resp. for review:	**CRO**



Norbury High School for Girls

Protocol for Home Visits

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 (if appropriate)
- Accept families' rights to not want a home visit
- Confirm parents'/carers' actual names and titles and keep on record; do not presume 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/head of year (HOY) to contact the EAL department or 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 the 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

- Under no circumstances should a member of staff attend a home visit alone
- Staff members should let their line manager and the front office know who they are visiting and leave details of the address they are visiting, along with their mobile phone number and their expected time of return; they should agree a time that they will call either their line manager or the front office to inform them the visit has been concluded
- Staff should demonstrate courtesy and wait to be invited into the home
- It is important that all contacts with children and families are recorded on CPOMS
- A note should be made of all people present at the meeting, dates and times, etc.
- Staff should use common sense, trust their instincts and, if a situation feels threatening, leave.

Risk Assessment

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

- Records should be checked to establish what is known/the information available
- Other professionals who may have already had contact or involvement with the family should be consulted
- The staff member's line manager should be consulted when considering which strategies to adopt when working with potentially difficult parent(s)/carer(s)/family members
- Where there are deemed to be potential risks contact by telephone/post should be made and relevant parties should be invited into the school
- Meetings in other public places might also be considered
- Joint visits with HOYs/mentors/education welfare officers/attendance officers, etc. should be considered

Guidance for Home Visits

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

Estimated leaving and returning times should be provided. A mobile phone should be taken on the visit; the school should be made 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 check with the HOY and on CPOMS 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 categorised as work/business journeys by insurance companies as opposed to social, domestic and pleasure plus commuting.

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 instead 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 taken from the meeting, however trivial these may appear at the time. Clear and detailed record keeping on CPOMS may well prevent problems in the future.

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

Staff may consider carrying a personal alarm.

Public transport must not be used, unless agreed in advance by a member of the senior leadership team (SLT).

Confrontation should always be avoided. At the first sign of potential danger the person visiting should make a speedy exit. Staff should never assume that they would not be subject to violence. While there are hundreds of home visits made safely every day, personal safety is of paramount importance. Any incident should be reported to the line manager/safeguarding team immediately.