



The Park Federation Academy Trust
James Elliman Academy

Home Visit
2025 -2026

Approved by Principal	Tajinder Johal
Date of approval	September 2025
Date of next review	September 2026

Home Visit Policy and Procedure

ALL HOME VISITS CONDUCTED BY STAFF MUST BE AUTHORISED BY Tajinder Johal.

In addition, wherever possible parents/carers (Ps/Cs) should be informed of the home visit prior to arrival, there will be exceptions to this for example a visit to confirm that an absent child is at home when Ps/Cs are not responding to telephone calls/text messages or emergency safeguarding visits.

Home Visit Definition:

A home visit is a visit that requires members (at least 2) of staff to enter the home of a parent, carer, or guardian in the case of an emergency visit or a procedural visit.

Aims

At James Elliman Academy we recognise that Ps/Cs are children's first and most enduring educators and we value the contribution they make.

The aim of a home visit is:

- To establish a partnership between Ps/Cs and staff so that all parties share their knowledge about the child to enable the individual needs of the child to be met.
- To develop and strengthen relationships with Ps/Cs for the best interests of the child.

Reasons for home visits:

Home visits are important in helping the school to make contact with new or hard to reach Ps/Cs. They are particularly useful as they enable the Ps/Cs to still have contact with the school, but in their own environment. Home visits are to be used when:

- Students are refusing to come into school
- When there are attendance issues/concerns
- When students are being educated at home
- When all other means of contact with a family has failed
- To meet with Ps/Cs to discuss an issue regarding their child where it is in the best interest of the child to have that discussion in their own home rather than at school or where it would be difficult for a Ps/Cs to attend school for a meeting and information needs to be shared in a face to face meeting in a timely manner.
- To try and establish that a child is safe if they are absent from school and attempts to contact Ps/Cs have not elicited a response and we have any welfare or safeguarding concerns for the student.
- To work with and support Ps/Cs in developing strategies to help their child attend school where attendance is an issue.
- To collect from or drop a child off at home where there are concerns for a child's welfare if they travelled by other means.
- To drop off or collect work for a child when they are completing school work at home e.g. following a fixed term exclusion or medical issue.
- To visit a child who has been off school for a period of time, for example due to a medical issue, so that they do not feel isolated from school.

- To investigate situations when there are suspicions that someone may be on holiday contrary to earlier indications (for example when a child is not at school and reported as being ill during the same period for which a request for exceptional leave in term-time had been refused).

Benefits

Home visits have many benefits. For parents, carers and children, a home visit gives the opportunity to meet a key person in a setting that they are familiar and comfortable with. Other opportunities are to:

- Establish a positive contact with a key member of staff who is supporting the child.
- Meet family members that are important to the child.
- Talk about the child and their needs.

Procedures

The aim of the home visit policy procedure is to ensure good working practice and to provide guidelines in reducing risks to member of staff when undertaking home visits.

Before the Visit

- Be familiar with the school's policy and procedure for home visits.
- Be clear about the purpose of the visit. Make sure that a home visit is really necessary. (If possible and/or practical, arrange for Ps/Cs to come into the school)
- Make a written record of the purpose of the visit and the staff members involved.
- Arrange for an appropriate person to accompany you, home visits should be conducted in pairs. Clarify each person's role.
- Make sure you are well informed about the subject of the visit. Collect any necessary documentation. Check on school's policy and practice.
- Consider who you need to see, e.g. one or both Ps/Cs, with or without the child.
- Make sure you are well informed about the family and are aware of personal circumstances.
- Wherever possible make an appointment to establish a time convenient to the family and to ensure that everyone you want to see will be present. Either make a phone call or send a letter.
- Refer to the schools Home Visit Risk Assessment and inform the school of your intended location before departing for a home visit.

During the Visit

- Park in a well-lit area and in a position where you do not need to reverse on leaving.
- Dress appropriately.
- Ensure that there are no animals in the room where a meeting takes place.
- Introduce yourself, have identification available and explain again the purpose of the visit, carry your identification do not use a necklace lanyard.
- Do not enter the premises unless invited in by a responsible adult.
- Do not enter the premises if invited to do so by a child that is on the premises unsupervised by a responsible adult.
- Only speak to an adult with parental responsibility Ps/Cs or another responsible adult whom a P/C has delegated to be there in their absence and they have given us permission to speak to about the student for whom we are making the home visit.
- Do not speak to siblings other than to ask if their P/C is available. Do not discuss the purpose of the visit with siblings or any other unknown young person or adult at the premises.

- Do not go upstairs in a property unless accompanied by a responsible adult and then **ONLY** if you deem it completely safe to do so and necessary.
- Do not enter a child's/young person's bedroom.
- If you are concerned that a child/young person is in the home inappropriately alone/unsupervised/in danger contact the schools designated Safeguarding Lead or Deputies straight away to discuss your observations or to seek immediate advice from them if you are uncertain whether the child is alone/unsupervised/in danger. If appropriate the Safeguarding Lead will make a referral to social care. □ If you feel that a child/young person is in immediate danger contact emergency services 999.
- Assure P/C that you will treat anything they tell you sensitively and will only tell the head teacher or other appropriate staff. Explain that you may need to take notes during the meeting. Do not promise not to relay information to school. Remember that under the child protection procedures you must report disclosures or suspicions to the designated teacher for child protection.
- Be sensitive to the culture, religion etc. of the home.
- Be professional; give professional advice and information rather than personal opinions.
- Be sympathetic, but remain neutral. Don't get personally involved. Be discreet but assertive about the direction of the conversation; do not gossip about the school or staff.
- Do not stay too long. Keep to the point.
- Do not carry large sums of money when making a home visit.
- Complete Home Visit Form to evidence visit.

After the visit

- Report back to the school; if possible, give written feedback to the appropriate staff in line with school policy.
- If you are not returning directly to school, telephone the school after the visit to say you have left the home visit.
- Any Child Protection concerns arising from home visits should be discussed with Designated Child Protection Officer on arrival back.
- At school do not discuss individual home visits with staff who are not involved with those particular children.

Home Visit Form

- It is essential that staff write a short report on every visit they make.
- If an incident does occur the visitor should record all details as soon as possible after the incident, before precise recollection of events fall from their memory.
- If an accusation of abuse is made against the visit/visitor advice should be sought from the head teacher as soon as possible.

Making Safe Home Visits: Summary

Before

- Be clear about the purpose of the visit.
- Arrange for an appropriate person to accompany you.
- Be well informed about the subject of the visit.
- Always make sure that the school knows where you are going.

During

- Carry a mobile phone with you.
- Consider who you need to see.
- Make a prior appointment to establish a time of visit.
- Carry identification; do not wear it on a necklace lanyard.
- Do not stay too long.
- Introduce yourself.
- Be professional.
- Don't carry large sums of money.

Action to take if you are threatened

- If you are threatened or prevented from leaving stay calm and try to control the situation. Try to appear confident, speak slowly and clearly and not be enticed into an argument. Try to diffuse situation by saying you will seek advice from a senior member of staff or colleague.
- Keep your distance, never touch or turn your back on someone who is angry.
- If staff attend as a pair wait outside the property until all staff involved have arrived. Consider whether sending out two members of staff may escalate the difficulties.
- If working as a pair agree a code word (safe word) or phrase to alert a colleague that you need assistance or should leave.
- The same code word should be used if you contact school to alert them that you are in danger and need support.
- Staff must leave the property and reach a place of safety if you have any concerns about personal safety and inform school immediately

After

Report back in school. Or if you are not returning directly to school, telephone the school after the visit to say you have left the residence.

If you are concerned about your safety do not visit.

It is strongly recommended that no one makes an evening home visit.

James Elliman Academy Home Visit Risk Assessment

Prior to all Home Visits, Principal, SLT and Reception to be informed, with names and numbers left of those attending, along with estimated time of return. **A minimum of 2** members of staff must attend the home visit.

Hazards	People	Severity of harm	Likelihood	Risk Level	Controls
No adult present – empty premises	N/A	N/A	N/A	Low	Post letter through letterbox Staff not to stay if appropriate adult is not present Record visit in log Report to Principal/SLT
No adult present – Children in building	Children	Significant	Low	Low	Children to be spoken to (if possible) to ascertain details of the situation Police to be contacted Social services to be contacted School to be informed Staff to remain with children until Police or Social Services arrive
Unacceptable behavior to/by members of the family witnessed	Members of staff Family members Children	Moderate	Low	Low	Leave premises Report to the appropriate service e.g. police, social services etc.
Illegal substances visible	Members of staff Family members Children	Low	Low	Low	Leave premises Report to the appropriate service e.g. police, social services etc.
Theft of items from staff	Members of staff	Low	Low	Low	Don't take valuable items or large amounts of money to the premises to be visited Report to police Inform school Principal
Aggressive or violent parent/student/family member	Members of staff	Significant	Low	low	Avoid confrontation Staff to leave if feel threatened Take mobile phone for communication, use code word Report to police Relevant training (if appropriate)

Staff 'tricked' into entering house and detained	Members of staff	Significant	Low	Low	Report to Police Contact school if possible, use code word Personal panic alarm Relevant training (if appropriate) School to contact staff at set times to confirm safety
Driving/parking	Members of staff	Low	Low	Low	Maintain vehicle properly Belong to a breakdown organisation Carry torch, phone etc. for emergency Advise school of intended route. Phone school to advise if plan changes Lock car Do not leave valuables in car (e.g. laptop) Avoid leaving car in 'high risk' areas. Park in a safe and well lit area, away from property Always reverse into parking spaces to ensure quick getaway if needed.
Movement through public areas e.g.	Members of staff	Moderate	Low	Low	Always ensure there are at least 2 members of staff Be wary of strangers and their behaviour Avoid confrontation Phone police if required
Illness or injury/accident	Staff members	Low	Low	low	Alert Emergency services if appropriate Visit partner to alert school Ensure access to phone Take prescribed medication as directed or as needed Complete injury at work documents on return

Dog or other animal	Staff members Parents/carers Children	Significant	Low	Low	Ask for animal to be in an alternate room or outside during visit Avoid contact with animals Seek local advice before entering premises with animals Appropriate behaviour near animals – avoid alarming them, e.g. sudden movements Report to police Complete relevant documents on return to school
Coivd 19	Staff, parents/Carers and children	Significant	Low	Low	If a school home visit is agreed contact the parent to inform them of the school home visit and ascertain if the family are self-isolating. Members of staff must travel in separate cars. Staff must not conduct the visit until both are present. Follow government guidelines regarding maintaining social distance and hygiene safety. • Wear gloves to knock at the door or ring the bell • If available wear a face mask or an alternative face protection • Do not stand closer than 2 metres to the open door • Do not enter the home • Do not encourage pupils or adults to come out of the house • Do not make any physical contact with pupils or adults. • If an item e.g. letter or school work needs to be left; agree with the parent that it will be left on the step to allow the parent to pick it up once you have moved back 2 metres. When Staff return home, they must remove their clothing, placing clothing in the washing machine and wash, and then have a shower before coming into contact with their family.

Personal Safety Guidelines for Home visits

- Always have a mobile phone charged and available
- Do not give your address or home/mobile phone numbers to pupils and/or parents and do not contact them on your home or mobile phone as they can then access your personal numbers.
- Do not give your mobile phone to the young person to use for any reason
- Keep your personal items, purse/wallet, car keys, etc. safe and secure
- Ensure the venue is suitable for tuition and that there is table and chairs available –visit first
- Arrange regular contact with school/service i.e. a minimum of on arrival and departure from each session
- Give an emergency contact name and number to your school/service
- Agree a code word with your school and visiting colleague to alert them if you are unsafe and require assistance
- Complete a Home Visit report for each visit
- Report any concerns to school/service as soon as possible