



Home Visit Policy

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Statement of Intent

Zaytouna Primary School firmly believes that regular attendance is essential to the successful academic development of pupils.

The role of the nominated school staff for attendance is crucial to maintaining high standards of attendance. With this in mind Zaytouna Primary School has established this policy for school staff who make home visits.

For this reason, we believe that clear procedures must be in place to avoid misunderstandings or confusion about home visits.

Home visits are a useful way of addressing the problems that lead to poor attendance. However, since the nominated school staff are visiting private properties, it is important that all parties are made aware of the rules and procedures. School staff will maintain the highest professional standards at all times.

A copy of this policy will be made available to parent/carers.

1. Legal Framework

- 1.1 This policy has due regard to the following legislation, including, but not limited to the:
- Education Act 1996
 - The Education (Pupil Registration) (England) Regulations 2006
 - Health and Safety at Work Act 1974
- 1.2 This policy is designed to be used in conjunction with other school policies such as:
- Safeguarding Policy
 - Allegations of Abuse Against Staff Policy
 - Positive Handling/De-Escalation Policy
 - Private Car Transport Policy
 - Lone Workers Policy
 - Health and Safety Policy

2. Personal Safety

- 2.1 It is the responsibility of nominated school staff to keep themselves safe at all times. They must avoid any situations that may risk their safety.
- 2.2 Nominated school staff must carry a mobile phone at all times. The number will be recorded and held by the school office.
- 2.3 Nominated school staff will inform the school office where they are going and "check in" after home visits have been completed, via the DSL WhatsApp group.
- 2.4 All home visits will be carried out by two nominated school staff.
- 2.5 If a nominated school staff member feels that they are in immediate danger, they must extract themselves from the location and complete a full report.
- 2.6 Details of the vehicles used by nominated school staff, including make, model, registration number and colour, must be held by the school business manager. All vehicles must have up-to-date insurance.

3. Training

- 3.1 Attendance officers will be fully trained in safe working practices.
- 3.2 Attendance officers will undergo the appropriate training. This includes training related to cultural awareness, diversity and racial equality, first aid and conflict management.

4. Home visits

- 4.1 Home visits allow schools to learn the underlying reasons behind poor attendance. By opening a dialogue with parent/carers, attendance officers can offer the required support.
- 4.2 An action/decision list of visits will be compiled and decided at half term/summary meetings and a reactive list on a day-to-day basis.
- 4.3 If the parent/carers are not present at the home, the attendance officer should make appropriate enquiries and leave a visit card.
- 4.4 Identification cards will be worn at all times. They will be clearly displayed on the front and outside of clothing.
- 4.5 Nominated school staff must not enter a house. If a visit is cancelled because of concerns over safety, the reasons for cancelling the visit must be communicated in writing to the Headteacher, with due regard to the current risk assessment.
- 4.6 If there are potentially dangerous animals in the house, the nominated school staff will request that they are kept in a separate room. If the parent/carer refuses, or is unable to adhere to this request, the visit will be cancelled.
- 4.7 The reason for the cancellation will be communicated to the Headteacher via the school's DSL WhatsApp group.
- 4.8 After the visit the officer will "check in" by messaging the school office, via the school's DSL WhatsApp group.

5. After the visit

- 5.1 Once a visit has ended, a concern will be created on MyConcern. Dates, times and any agreements made between the nominated school staff and parent/carers will be recorded, this may be in the form of a parent contract and email.
- 5.2 A note will be made in the pupil's attendance record and letters sent if they fail to follow the agreement.
- 5.3 If the pupil's attendance continues to fall and reaches appropriate thresholds, penalty notices and/or Educational Welfare may be considered to be the next course of legal action.

6. Child protection and safeguarding

- 6.1 If a nominated school staff member is transporting a pupil, they must be accompanied by a second member of school staff. The Private Car Transport Policy must be followed.
- 6.2 Positive handling and physical intervention is detailed in school's policy.
- 6.3 The school acknowledges that staff must only ever use physical intervention as a last resort, and it must be the minimal force necessary to prevent injury to another person.
- 6.4 The school understands that physical intervention of a nature which causes injury or distress to a child may be considered under child protection or disciplinary procedures.
- 6.5 Any allegations made against nominated school staff will be dealt with in accordance with the Allegations of Abuse against Staff Policy.

7. Review and monitoring

- 7.1 The Headteacher is responsible for monitoring this policy and any amendments needed.
- 7.2 This policy will be reviewed annually by the Headteacher.
- 7.3 Review date September 2026.

ORDER OF ACTION TO TAKE when carrying out a home visit:

1. Identify which pupils are to be visited.

2. Identify rationale for the home visit e.g. attendance (not seen for 3 consecutive days) or safeguarding.
3. Locate addresses to be visited using Google Maps or equivalent. Agree order of visits.
4. Share list of pupils with Headteacher, or most senior member of staff in their absence. Give rationale and order of visits.
5. Maintain contact with school via the school's Pastoral WhatsApp group. Send message on arrival and departure of each address, indicating whether child has been seen or not.
6. If there is no answer to door knocks, post 'Visit Slip' through letter box.
7. Continue to next address, or return to school.
8. Once back at school, a new concern must be created on MyConcern for each visit detailing dates, times and any outcomes including agreements and actions.

BEFORE carrying out a home visit, nominated school staff must:

- Carry out home visits with another member of school staff.
- Each wear their school ID badge – this must be visible over all outdoor clothing.
- Each have a charged and working mobile phone with access to the school's Pastoral WhatsApp group.
- Ensure their up-to-date mobile number is held by the school office.
- Ensure the vehicle being used is safe, well-maintained and has sufficient fuel; insurance cover must include business use.
- Conduct the home visit at the door step; nominated school staff are not to enter the property.

DURING the home visit, nominated school staff must:

- Introduce themselves and show their school ID badge.
- State the reasons for the home visit.
- Remain professional at all times; use a calm voice.
- Be clear that the expectation is for children to return to school.
- Ask to see the child and engage in some conversation with them.
- Complete a 'Visit Slip' if no answer.
- End the visit if either member of staff becomes uncomfortable or feels threatened.