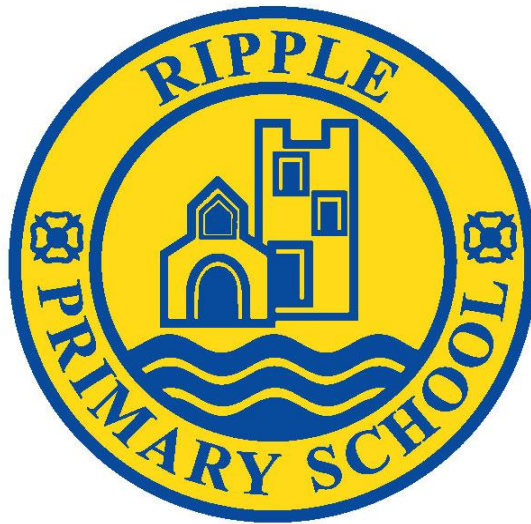




RIPPLE PRIMARY SCHOOL



HOME VISITING POLICY

2015



All policies, procedures and guidance apply to all staff, governors and volunteers working in school.

Rationale

This policy contributes to the mission statement of the school by complying with good Child Protection and Health & Safety practices.

Aims

This policy aims to explain the steps you can make to minimise, but not completely remove, the risks of working alone, especially in when visiting a family in their home.

There are several incidences when staff may be called upon to make home visits.

- Attendance checks
- SIT case work
- Welfare Checks

The following guidance must be adhered to at all times to ensure the safety of both staff and the children and families that we work with.

Procedures for staff completing home visits

Before the visit:

- ALL home visits must be approved by a senior member of staff.
- Background checks must be undertaken prior to going on a home visit. You must know who you are going to see and what the concerns and risks are.
- If appropriate book the time and date with the family member, send them a letter confirming the appointment and call them the day before to remind them.
- Inform your manager of the time of your visit, where you are going, who you are going to see and the expected end time of your visit.

Remember to take:

- The name, address and phone number of the person you are visiting and directions on how to get there, together with a map.
- Your ID Badge – wear it so it can be clearly seen.
- Your charged mobile phone with the numbers that you need in the phone.
- Make sure you have enough phone credit to make calls.

At the visit:

- For a first time visit/contact always ensure two people are present.
- Do not get into lifts with people who make you feel uneasy. If you are in a lift and feel uncomfortable, trust your instincts and get out. Use stairs if possible.
- Do not look through the letter box if there is no answer.
- If someone you do not know answers the door, you must announce yourself and ask for the person you are visiting by name. If you are at all unsure about the situation, then do not go into the house.
- Listen to your intuition.



- Make sure you are at the right address and talking to the right person before entering.
- Let the person you are visiting lead the way in, this gives you the opportunity to leave the door unlocked. If you feel uncomfortable at any time during a visit, then make an excuse and leave.
- It might be useful to think through an excuse you can use should this situation ever arise.
- Know where the door is should you need to leave quickly and try to have a clear line of exit – don't get cornered.
- Ask for dogs to be put into another room if you they make you feel uncomfortable.
- Be careful about moving towards or raising your voice with the person while the dog is in the room, talk quietly and calmly to the dog, don't stare at it. If the dog seems aggressive and they refuse to move it, leave.
- If you feel under pressure, or are presented with violence or a threat of violence then leave immediately.
- For a first time visit always inform the person you are visiting that you will need to check in with the office by phone during the visit.
- Always ask to see the children in question.
- If at any time you feel unsafe during your visit leave immediately. if you feel unable to leave, call the office to request assistance or dial 999.

Children left alone:

If you feel that children are alone in the property immediately dial 999 and report this to the police. Inform a senior member of school staff to enable communication with social care and the parents. Remain at the property until the police arrive and the safety of the children can be established.

After the visit:

- Inform your manager that you have safely completed your home visit.
- Report any concerns noticed to a senior member of staff immediately.
- Complete a risk assessment form to be used for any future home visits to that property.
- Write up your account of the home visit – either on the child's case diary or as an email which should be sent to all staff involved with that child.

Emergency procedure

This procedure will come into action when a panic call has been received or the worker has not returned one hour after estimated arrival and has made no contact.

- Try to contact the worker on the numbers given
- Phone 999 giving as much detail as possible
- Inform the line manager
- The line manager will remain in the building, take advice from the police and keep the police informed of any changes.

To be reviewed January 2017