

Home Visit Policy

Roselyn House School

2026 – 2027



Approved by:	Jack Birkenhead	Date: 24.06.2026
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ALL HOME VISITS CONDUCTED BY STAFF *MUST* BE AUTHORISED BY a DESIGNATED SAFEGUARDING LEAD PRIOR TO THE VISIT TAKING PLACE.

In addition, wherever possible parents/carers 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 parents/carers are not responding to telephone calls or home visits.

Home visits form part of the school's safeguarding arrangements and must be undertaken in accordance with the school's Safeguarding and Child Protection Policy and Keeping Children Safe in Education (KCSIE) 2026. Any welfare concerns, unexplained injuries, neglect indicators, disclosures or significant safeguarding concerns identified during a home visit will be reported immediately to the Designated Safeguarding Lead and recorded in accordance with school procedures.

Home Visit Definition:

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

1. Aims

- At Roselyn House School we recognise that parents and carers 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 parents and carers and staff so that all parties share their knowledge about the young person to enable the individual needs of the young person to be met. To develop and strengthen relationships with parents and carers for the best interests of the young person.

2. Reasons for home visits:

Home visits are important in helping the school to make contact with new or hard to reach parents and carers. They are particularly useful as they enable the parents and carers to 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 or in the community.
- When all other means of contact with a family has failed.
 - To meet with parents and carers to discuss an issue regarding the young person where it is in the best interest of the young person to have that discussion in their own home rather than at school *or* where it would be difficult for a parent and carer 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 parents and carers have not elicited a response and we have any welfare or safeguarding concerns for the student.
 - To work with and support parents and carers in developing strategies to help their child attend school where attendance is an issue.
 - To drop off or collect work for a young person.
 - To visit a young person 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.

3. Benefits

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

- Establish a positive contact with staff who are supporting the young person.
- Meet family members that are important to the young person.
- Talk about the young person and their needs.

4. Procedures

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

5. Before the Visit

Staff must be familiar with the school's policy and procedure for home visits. Be clear about the purpose of the visit.

Discuss with the Safeguarding Lead whether it is deemed appropriate for the visit to be made alone or whether an additional person is required to protect professional integrity and ensure staff safety.

A written record of authorisation will be retained for each home visit, including the purpose of the visit, date, staff attending, whether the visit is planned, unplanned, emergency or attendance-related, and the risk assessment outcome.

If required, arrange for an appropriate person to accompany you. Clarify each person's role.

Make sure you are well informed about the family and are aware of personal circumstances. Consider whether you need to see parents/carers and with or without the child.

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.

Ensure you have a Community Lone Working Risk Assessment.

Staff must complete the Community Lone Working Risk Assessment before the visit and undertake a dynamic risk assessment immediately before entering the property. Staff must not enter, or must leave, any property where they feel unsafe or where risks cannot be managed.

6. 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 (parent/carer) or another responsible adult whom a parent / carer 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 parent/carer 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.
- 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 contact a DSL straight away to discuss your observations

or to seek immediate advice from them if you are uncertain whether the child is alone/unsupervised. 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 parents/carers that you will treat anything they tell you sensitively and will only tell the Headteacher or other appropriate staff. Explain that you may need to take notes during the meeting. Do not promise to relay information to school. Remember that under the child protection procedures you must report disclosures or suspicions to the Designated Safeguarding Lead.
- 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 entry on CPOMS to evidence visit.
 - Where a pupil presents in crisis, including significant emotional distress, self-harm risk, suicidal ideation, overdose, substance misuse, violence, threats or other immediate risk, staff must seek urgent assistance, contact the Designated Safeguarding Lead and, where necessary, contact emergency services.

7. After the visit

- Telephone school office to say you have left the property and where you are going next.
 - Staff undertaking home visits must notify the nominated school contact when arriving at and leaving the property. Failure to make contact within the agreed timeframe will trigger the lone working escalation procedure.
- Report back to the school and complete details of your home visit on CPOMS.
 - Any safeguarding concern identified during a home visit must be recorded on CPOMS as soon as possible and reviewed by the Designated Safeguarding Lead.
- Any Child Protection concerns arising from home visits should be discussed with DSL on arrival back to school.
- At school do not discuss individual home visits with staff who are not involved with those particular children.

8. Recording Home Visits on CPOMS

- It is essential that staff write a short report on every visit they make.
 - Home visit records should include the purpose of the visit, date and time, staff attending, persons present, key discussions, observations made, safeguarding concerns identified, actions agreed and follow-up arrangements.
- 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.
 - Where an injury or incident occurs during a home visit, including during behavioural crisis support, positive handling or restrictive physical intervention, it must be recorded and reviewed in accordance with the school's Behaviour Policy, Physical Intervention Policy, accident reporting procedures and safeguarding procedures.
- If an accusation of abuse is made against the visit/visitor advice should be sought from the Headteacher as soon as possible.

Confidentiality and Data Protection

All records arising from home visits will be treated as confidential and stored securely in accordance with the UK General Data Protection Regulation (UK GDPR), the Data Protection Act 2018 and the school's Data Protection Policy. Information obtained during home visits will only be shared on a need-to-know basis to safeguard and support pupils and fulfil the school's statutory duties.

9. Making Safe Home Visits : Summary

Before

- Complete 'Community Lone Working Risk Assessment'
- Be clear about the purpose of the visit.

- Arrange for an appropriate person to accompany you, if required.
- Be well informed about the subject of the visit.
- Always make sure that the school knows where you are going, has your mobile telephone number and your safe word is recorded on the Community Lone Working Risk Assessment.

During

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

Do not make an evening home visit unless expressly agreed with the Headteacher, DSL's or Year Leads.

Safe word: To be agreed and recorded on the 'Community Lone Working Risk Assessment.'

10. Monitoring arrangements

This document will be reviewed every year, but may be reviewed and updated more frequently if necessary. It will be reviewed by **Jack Birkenhead (Headteacher)** and **Rachel Smith (Senior Business Manager)** in consultation with the wider school community.

11. Links with other policies

- Child Protection Policy and Safeguarding
- Behaviour Policy
- Restrictive Physical Intervention Policy
- Non-Attendance Protocol
- Staff Lone Working Policy
- Health and Safety Policy
- Educational Visits Policy
- Online Safety Policy
- Whistleblowing Policy
- Staff Code of Conduct
- Data Protection Policy

Community Lone Working Risk Assessment

Task being undertaken: - Lone Working Risk Assessment

Persons at risk:-. Staff

Any vulnerable persons particularly at risk:-

Safeguarding team aware of named visit

This risk assessment must be completed before the visit, including the named visit, date, staff mobile telephone number, safe word, signature, date and time.

Date of assessment:-

Hazards	People	Severity of harm	Likelihood	Risk Level	Controls
Aggressive or violent parent/student/family member	Member of staff may be harmed	Major injury may occur	Remote possibility	low	Refer to home visit policy. Risk reduced by informing safeguarding team prior to visit. 2 person visit if aware of home circumstances. Inform reception and sign out so others aware. Take mobile phone for communication.
Driving	Member of staff may be harmed	Vehicle breakdown Accident Intruder in vehicle when unattended Use of mobile phone Fatigue	Remote possibility	Low	Maintain vehicle properly. Belong to a breakdown organisation. Carry torch, phone etc for emergency. Advise team or partner where you are going. Phone in if plan changes. Do not leave valuables in car (e.g. laptop). Avoid risky areas.
Movement through public areas e.g. to/from car parks	Member of staff may be harmed	Attack Theft of property	Remote	Low	Back down from confrontation. Call for help Use attack alarm. Keep valuables secure and out of sight or disguised.

					Surrender valuables if personal safety is at risk. Use staff bus or public transport if available. Post incident support.
Illness or injury/ accident	Member of staff may be harmd or injured	Illness or injury	Remote	Low	Alert Emergency services if appropriate.
		Take mobile communications			Alert team members if able to. Ensure access to phone. Take prescribed medication as directed or as needed. Complete injury at work protocol on return.
Attack by dog or other animal	Member of staff may be harmd or injured	Major injury may occur	Remote	Low	Avoid contact with animals. Seek local advice before entering premises with animals. Appropriate behaviour near animals – avoid alarming them, e.g. sudden movements.

I have read and understand the Community Lone Working Risk Assessment.

My mobile telephone number is:

My safe word is:

Signed: _____

Date and time: _____

