



John Masefield High School and Sixth Form Centre

POLICY: Staff Home Visits

STATUTORY: No

DATE AGREED: June 2026

REVIEW DATE: July 2027

RESPONSIBLE MEMBER OF STAFF: Dean Wyatt

TRUSTEE COMMITTEE: Personnel and Welfare

SIGNED HEADTEACHER: John Holmes

SIGNED CHAIR OF TRUSTEES: Mike Clayton

Introduction:

A home visit is a visit that requires a member of JMHS staff to enter the home of a parent or carer with the intention of offering support to the student and/or family who live there. Home visits can be used to strengthen the home school relationship and ensure that JMHS is doing everything possible to provide appropriate support to students/families in need of that support. Whilst acknowledging their importance, JMHS also acknowledges that home visits and the potential for lone working associated with them, means everything reasonable must be done to ensure the safety of staff, students and families at all times.

Aims:

The aim of this policy is to establish procedures that enable essential support for students and families to take place, whilst acknowledging and mitigating for the increased risk to staff and students and families when work is undertaken away from the school environment.

Reasons for Home Visits:

There are a wide range of reasons for home visits and the examples listed below are not exhaustive. Home visits are particularly useful in providing support to students and families in an environment that is comfortable for them. They enable a positive relationship to develop between school and home with the best interests of each child at heart.

- Students are refusing to come into school
- When there are attendance issues/concerns
- When all other means of contact with a family has failed
- To meet with parents/carers 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 parents/carers 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 for a week or more, and attempts to contact parents/carers have not elicited a response
- To work with and support parents/carers in developing strategies to help their child attend school
- 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 engage with a meeting that has been organised by another professional or agency and where the school are able to contribute

Who will undertake Home Visits:

Other than exceptional and unanticipated circumstances, home visits should be completed by a member of the pastoral team who is Level 3 DSL trained. If any other colleague wishes to carry out a home visit, this must be approved by the DSL or DDSL.

Responsibilities:

JMHS will;

- Ensure all staff undertaking home visits are briefed on the procedures to follow.
- Complete and review as appropriate a generic risk assessment (Appendix 1) for home visits to minimise risk as much as is reasonably possible.
- Not allow any visits to take place where the risk is deemed unreasonable.
- Review this policy to maximise the safety of staff, students and families.

Staff undertaking home visits will;

- Prioritise safety at all times and remove themselves from any situation that they deem unsafe.
- Adhere to the procedures identified in this policy including informing the school of their movements and expected return time.

Procedures:

Before undertaking a Home Visit

Before a home visit staff should endeavour to do the following. There will be occasions where an emergency situation dictates that some of the points may not happen.

- Staff should be familiar with any relevant background information and context. This could be obtained by speaking to the Year Leader and/or DSL or checking MyConcern.
- Staff should be familiar with the generic risk assessment for home visits (Appendix 1)
- Where possible contact should be made with parents/carers prior to the visit to arrange a mutually convenient time. There will be occasions where an unannounced home visit is carried out for safeguarding reasons.
- All visits should be logged on the Home Visits form (Appendix 2) in reception and the Line Manager of the colleague(s) carrying out the visit should be informed.
- If using a vehicle, the member of staff must ensure they have appropriate insurance in place.
- Staff must ensure they have a charged mobile phone available for use on the visit.
- If it is the first visit to a family or address then wherever possible two members of staff should undertake the visit. An Initial Visit Questionnaire (Appendix 3) should be taken for use during the visit.
- Staff must be familiar with the lone working section of the Health and Safety policy (relevant sections copied below).

Lone working

It is school policy that as far as is reasonably practicable, no member of staff or pupil may work alone in any building. However, JMHS recognise that at times it will be necessary for staff to be in areas that are unsupervised. When this is the case, appropriate risk assessments for the work to be undertaken will be undertaken. The factors to be considered in determining risk, should include, but are not limited to:

- Risk of violence.
- Machinery and equipment.
- The area in which lone working may take place.
- Methods of communication that are available.
- Access and egress.
- The person involved.

If there are any doubts about the task to be performed, then the task will be postponed until other staff members are available.

If lone working is to be undertaken, a colleague, friend or family member will be informed about where the member of staff is and when they are likely to return.

The lone worker will ensure they are medically fit to work alone.

During the Home Visit

- Always consider personal safety such as avoid carrying valuables, position yourself near an exit, consider the ease of removing your vehicle and having a mobile phone easily accessible.
- Be professional and courteous at all times and focus the conversation on supporting the child(ren) and/or family.
- Where possible avoid being in a room alone with a child. If necessary ensure the door is open and that you can easily be seen and heard by an adult.
- If a member of staff experiences any behavior that is unwelcome, abusive or aggressive they should safely remove themselves as quickly as possible from the situation and report it to their line manager as soon as possible.
- If the return to school is likely to be delayed, contact should be made with reception to notify the school.

After the Home Visit

- Staff should sign back in at school and complete the Home Visits form (Appendix 2) to acknowledge return to school site.
- If not returning to school after the completion of the visit, staff should inform the school that the visit is complete.
- Record the details of the visit on the Attendance Tracker and MyConcern if necessary. Report any immediate safeguarding concerns in person to the DSL or DDSL.
- Complete the Initial Visit Questionnaire (Appendix 3) and discuss with DSL or line manager.

Links to other JMHS policies:

Child Protection and Safeguarding policy [Child-Protection-Safeguarding-Policy-2024-2025-FINAL.pdf](#)

Staff Code of Conduct [HR026 \(SCH\) Code of Conduct v4 Jan 2024 Final.pdf](#)

Attendance Policy <https://www.jmhs.hereford.sch.uk/wp-content/uploads/2024/08/Attendance-Policy-July-2024-V1.pdf>

Health and Safety Policy <https://www.jmhs.hereford.sch.uk/wp-content/uploads/2024/04/HS-policy-Sept-2023.pdf>

Review:

This policy will be subject to review on an annual basis.

Version	Date	Done by	Comment	Approval
1.0	November 2024	Dean Wyatt	New Policy	
2.0	May 2026	Dean Wyatt		P&W June 2026

Appendix 2 – Staff Home Visit Form

Staff Home Visit Form

This form must be stored in reception and completed when leaving for and returning from a home visit.

If the member of staff completing the home visit is doing so before arriving on site, they must inform their line manager.

If the member of staff is not returning to school site after completing the visit they must phone reception to confirm the visit has concluded.

Date	Staff Name	Time Out	Family(s) being visited	Expected Return Time	Return Time

Appendix 3 – Initial Visit Questionnaire

Initial visit questionnaire – Family support

Pupil name	
Support worker responsible	
Address visited	
Barriers	
Barriers identified from referral	
Barriers identified by parents	
Barriers identified by young person(s)	
Home risks	
Risks to staff identified	
Risks to residents identified	
Next steps	
Next steps requested by family	
Next steps requested by young person(s)	
Next steps identified by support worker	
Planned Action (What, who and when)	