



Home Visits Policy

Policy Reviewed by:	Suzy Hollett (HR Manager)
Date:	01.08.2026
Policy Verified by:	Sara Llewellyn (School Leader-CEO)
Date:	08.08.2026
Date for Next Review:	01.09.2027

Aims

This policy aims to ensure that:

Staff, parents/carers and pupils understand:

- When and why our school conducts home visits
- How our school conducts home visits safely and effectively
- What we do after we've conducted a home visit#
- If there are any concerns about a pupil's safety or wellbeing during a visit, appropriate action will be taken in line with our child protection and safeguarding policy

Legislation and guidance

This policy considers the responsibilities laid out in:

- Keeping Children Safe in Education (updated 2026)
- Children missing education
- Education for children with health needs who cannot attend school
- It also reflects general health and safety legislation.

Definitions

A home visit is a visit that requires member(s) of staff to enter the home of a parent or carer. There are different types of home visit:

- A procedural visit, e.g. to drop off work when a pupil is unable to attend school
- A safe and well check (or welfare check), e.g. if a pupil is absent without good reason and the school has concerns about their welfare

Roles and responsibilities

The governing board/board of trustees

The governing board/board of trustees is responsible for:

- Approving this policy

The School Leader

The school leader is responsible for:

- Authorising any home visits, along with the designated safeguarding lead (DSL) when the visit has a safeguarding focus
- Responding to any issues or concerns raised by parents or carers about home visits

Senior staff, including the school leader and DSL, where appropriate

All senior staff, including the school leader and DSL (where appropriate), are responsible for:

- Sharing this policy so staff know why, when and how to conduct a home visit
- Training staff in the school home visit procedures and conduct
- Overseeing risk assessments
- Deciding which members of staff should attend a home visit
- Not allowing any visits which place staff at risk

If pupils/children are judged to be at risk:

- making sure staff follow school and/or local safeguarding procedures

Staff

Staff are responsible for:

- Keeping to the policy
- Following the correct procedures before, during and after a home visit, including reporting and recording any safeguarding issues
- Taking reasonable steps to ensure their own safety, as detailed later in this policy
- Informing the school of their movements and time of return

Parents/carers

Parents and carers are responsible for:

- Communicating any issues or concerns about a home visit to the school leader

Reasons for home visits

Adapt the points below by removing any that don't apply to you or adding others that do, to reflect the reasons why you might conduct a home visit.

We might conduct a home visit to:

- Build relationships with pupils and their parents or carers.
- A visit before the child begins at the school
- When families aren't engaging in other forms of contact
- To work with and support parents/carers to develop strategies to improve a pupil's attendance

Make sure we fulfill our safeguarding responsibilities, including:

- To make a safe and well check (this may happen in conjunction with the local authority social care team)
- To investigate when a pupil is refusing to come into school

Other procedural reasons:

- When a pupil is being educated at home, including dropping off or collecting work
- If a pupil is late for a statutory examination and we can't contact them
- To visit a pupil who has been off school for a period, e.g. due to a medical issue, so they don't feel isolated from the school community
- Include details if you conduct a home visit after a certain number of absences

Procedures

Before the visit

Staff will:

- Familiarise themselves with the contents of this policy
- Ensure that a home visit is necessary. If possible and/or practical, arrange for the parent/carers to come into the school
- Be clear about the purpose of their visit
- Be aware of any relevant background information, including who lives at the address and any safeguarding information, by checking [insert name of your MIS here] and with the DSL if necessary

- Undertake a risk assessment, and make sure they can be accompanied by a colleague
- Arrange the first visit over the telephone, where appropriate, at a time when a parent/carer will be home.
- Use the call to give the parent/carer an opportunity to ask questions about the visit, confirm the home address and proposed length of visit
- Log any home visits planned with the office staff, with times and venues
- Familiarise themselves with the address they'll be visiting, including any transport or parking arrangements

During the visit

Staff will:

- Be on time as agreed in advance with the parent/carer, and be able to let them know if they're running late
- Dress appropriately and act in a professional manner at all times
- Identify themselves and show their identification badge
- Check with the parent/carer whether they understand the purpose of the visit
- Only enter the premises when invited in by a responsible adult. If no responsible adult with parental responsibility for the child is present, the staff member(s) will return to school and attempt a visit at another time
- Only speak to adults with day-to-day responsibility for the child
- Request that all animals in the home should be kept in a separate room, and cancel the visit if the responsible adult refuses, or is unable to adhere to the request
- Behave with respect in the home, respecting the culture and customs of the family, and only using areas of the property with permission and never entering bedrooms
- Explain that their phone will be on throughout the visit
- Take notes for ease of recording the content of the visit afterwards, and explain to the parent/carer that the notes will only be shared with the relevant senior leaders
- Leave the property immediately if they feel uncomfortable, or at any risk
- Always consider the school's child protection and safeguarding policy and procedures, and call 999 if they feel a child is in immediate danger

In the event an incident does occur

Staff will:

- Contact emergency services on 999 if they feel themselves or someone else is in immediate danger
- Leave the property swiftly and terminate the visit immediately in order to reach a place of safety
- Once in a place of safety, inform the school leader and any other appropriate members of staff (e.g. the DSL) of the incident to agree to the next steps and obtain support
- Record full details of the visit as soon as possible after the incident so they don't forget any details

After the visit

Staff will:

- Let the school know immediately that they have left the property
- Write up the outcome of the visit and file any notes made during the visit
- Report any concerns, including safeguarding incidents to the relevant members of staff
- Only discuss individual home visits with other staff members where relevant and/or necessary.

Safeguarding

- Any safeguarding concerns identified during the visit will be shared with the DSL immediately, in accordance with our child protection and safeguarding policy or the relevant local authorities if the child isn't a pupil at the school yet
- Any allegations made against a member of staff making a home visit will be dealt with in accordance with our staff policy