

## **Guidance Note On Home visits**

### **Introduction**

Home visits have the potential to be very hazardous situations, especially if the home being visited has a record of previous violent situations. With careful planning it is possible to reduce the risk to a safe level. This guidance note explains how this is possible.

### **Who's responsible?**

#### **Head teacher**

It is the responsibility of the head teacher to keep their employees / members of staff safe at all times, to achieve this head teachers need to:

- Produce a generic risk assessment for home visits and amend / revise when more information regarding the client arises
- Provide a safe system of work
- Provide training for all members of staff in personal safety and defusing situations
- Provide equipment such as mobile phones and panic alarms

#### **Staff**

It is the responsibility of the member of staff to:

- Inform colleagues of their own whereabouts.
- Call the office to inform them they have arrived and how long they will be and when they have left.
- If the member of staff feels threatened, leave.
- Appropriately use all equipment as trained to do so.

**Good Practices**

- Decide if a home visit is necessary
- If possible arrange an appointment to visit
- Ask for any animals to be removed
- Gather as much information about the person being visited as possible before the actual visit
- If there is sufficient information, decide if the visit can be carried out by one person
- If there is insufficient information is available two people should conduct the visit
- When being seated, sit nearest to the exit
- Identify yourself to the person being visited, and then follow their lead
- Have a code word to inform management of trouble
- If employee / member of staff is running late from the visit their manager should phone staff

**Further Advice**

For further advice and guidance please contact the Education Health and Safety team on:

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