



DIOCESE OF SOUTHWELL
& NOTTINGHAM
MULTI ACADEMY TRUST

Hucknall National C of E Primary School

Attendance Officer Home Visit Policy

Date policy last reviewed: _____

Signed by:

_____ Headteacher Date: _____

_____ Chair of governors Date: _____

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Statement of intent

“For I know the plans I have for you, declares the Lord, plans for welfare and not for evil, to give you a future and a hope.” (Jeremiah 29:11)

Hucknall National C of E Primary School firmly believes that regular attendance is essential to the successful academic development of pupils.

The role of the attendance officer is crucial to the overall performance of the school. With this in mind, we have established this policy for attendance officers who make home visits.

A large part of the attendance officer’s time will be spent outside school premises. For this reason, we believe that clear procedures must be in place to avoid misunderstandings or confusion about home visits.

Home visits are a useful way of addressing the problems that lead to poor attendance; however, since the attendance officer is entering private property, it is important that all parties are made aware of the rules and procedures. Attendance officers will maintain the highest professional standards at all times.

A copy of this policy will be made available to parents via the school website.

1. Legal framework

This policy has due regard to relevant legislation and guidance including, but not limited to, the following:

- Education Act 1996
- The Education (Pupil Registration) (England) Regulations 2006
- Health and Safety at Work etc. Act 1974
- DfE (2022) 'Keeping children safe in education 2022'
- DfE (2018) 'Working Together to Safeguard Children'
- DfE (2022) 'Working together to improve school attendance'

This policy is designed to be used in conjunction with other policies such as the following:

- Child Protection and Safeguarding Policy
- Attendance and Absence Policy
- Allegations of Abuse Against Staff Policy
- Low-level Safeguarding Concerns Policy
- Physical Intervention Policy
- Children Missing from Education Policy
- Lone Worker Policy

2. Roles and responsibilities

The governing board will be responsible for:

- Ensuring appropriate procedures are in place for attendance officer home visits.

The headteacher will be responsible for:

- The overall implementation of this policy.
- Ensuring the attendance officer has the appropriate training to conduct home visits.
- Ensuring the appropriate safeguarding arrangements are in place.

The attendance officer will be responsible for:

- Following this policy at all times.
- Always acting in the best interests of pupils.

3. Personal safety

It is the responsibility of attendance officers to keep themselves safe at all times. They will avoid any situations that may risk their safety.

The attendance officer will carry out their work in line with the Lone Worker Policy in order to keep themselves safe from harm while working alone.

A lone worker risk assessment will be carried out prior to the commencement of any lone working and will be updated in response to any changes in circumstances.

Attendance officers will carry a mobile phone at all times. The number will be recorded and held by the headteacher.

Attendance officers will 'check in' by calling the school office every two hours to update the school of their whereabouts.

A home visit risk assessment will be conducted by the headteacher prior to a home visit. If a particular home visit poses new risks, the risk assessment will be amended before the visit.

Attendance officers will not enter the home of a pupil unless an appointment has been made and the parent is present. Written confirmation of the appointment will be recorded and held in the school office.

Appointment records will include the time and location, along with the name of the pupil. Signatures of the parents and the attendance officer will also be kept.

If an officer feels that they are in immediate danger, they will use their mobile phone to notify the school office who will contact the police.

Details of the vehicles used by attendance officers, including make, model, registration number and colour, will be held by the SBM. All vehicles must have the required up-to-date insurance.

4. Training

Attendance officers will be fully trained in safe working practices. The SBM will be responsible for organising the relevant training.

Before performing their duties, attendance officers will undergo the appropriate training. This includes training related to cultural awareness, diversity and racial equality, specific equipment training, manual handling training, first aid, and training in disengagement techniques.

5. Home visits

Home visits allow the school to learn the underlying reasons behind poor attendance. By opening a dialogue with a pupil's parents, attendance officers can offer the required support.

A recording of visits will be kept on CPOMS. This list will include the name and address of the pupil, the name and contact details of their parents.

If the pupil's parents are not present at the arranged time, the attendance officer will wait no longer than 20 minutes. If the pupil's parents do not arrive, the visit will be cancelled.

If the pupil's parents have given prior notice that they are running late, the attendance officer will not enter the residence until they arrive. If they are over 30 minutes late, the visit will be cancelled.

Once in place, appointment arrangements will be adhered to. Notification will be given to the headteacher if any changes are made.

Identification cards will be worn at all times. They will be clearly displayed on the front and outside of the attendance officer's clothing.

The attendance officer will not enter a pupil's home should they feel unsafe. If a visit is cancelled because of concerns over safety, the reason for cancelling the visit will be communicated in writing to the headteacher.

If there are potentially dangerous animals in the residence, the officer will request that they are kept in a separate room. If the parent refuses, or is unable to adhere to this request, the visit will be cancelled. The reason for the cancellation will be communicated to the headteacher in writing.

Before and after the visit, the officer will 'check in' by calling the school office.

6. After the visit

Once a visit has ended, any agreements made between the officer and parents will be recorded and kept in the pupil's attendance record.

Reminder letters will be sent to the pupil's parents if the pupil fails to adhere to the agreements made during the home visit.

A note will be made in the pupil's attendance record if they fail to follow the agreement.

Continued failure to adhere to the agreement will result in a follow-up visit.

If the pupil's attendance falls below 70 percent over the course of three months, the appropriate authorities will be notified in order for legal proceedings to be considered.

7. Child protection and safeguarding

Attendance officers will carry out their work in line with the school's Child Protection and Safeguarding Policy at all times.

Prior to an attendance officer being appointed, the appropriate background checks will be obtained. This includes an enhanced DBS certificate and barred list check.

Attendance officers will not be put in a situation where they are alone with a pupil during a home visit – a parent will always be present.

Where required, physical intervention by staff will be enacted in accordance with the Physical Intervention Policy. Staff will only ever use physical intervention as a last resort, and it will be the minimal force necessary to prevent injury to another person. Physical intervention of a nature which causes injury or distress to a child may be considered under child protection or disciplinary procedures.

Attendance officers will report any safeguarding concerns to the DSL or a deputy as soon as possible.

Any allegations made against attendance officers will be dealt with in accordance with the Low-level Safeguarding Concerns Policy or Allegations of Abuse Against Staff Policy.

Any complaints regarding the attendance officer's conduct or the home visit will be raised in line with the Complaints Procedure Policy.

8. Monitoring and review

This policy will be reviewed annually by the headteacher.

The headteacher is responsible for monitoring this policy and procedures and will amend it accordingly following any incidents or concerns.

The next scheduled review date for this policy is September 2023.