



# Attendance Officer Home Visit Policy

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## Statement of Intent

Transform Trust firmly believes that regular attendance is essential to the successful academic development of pupils.

The role of the attendance officer is crucial to maintaining high standards of attendance. With this in mind Transform Trust has established this policy for attendance officers who make home visits.

A large part of the attendance officer's time will be spent outside the 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 parent/carers.

Signed by:

\_\_\_\_\_ Headteacher                      Date: \_\_\_\_\_

\_\_\_\_\_ Attendance governor      Date: \_\_\_\_\_

## 1. Legal Framework

- 1.1 This policy has due regard to the following legislation, including, but not limited to the:
- Education Act 1996
  - The Education (Pupil Registration) (England) Regulations 2006
  - Health and Safety at Work Act 1974
- 1.2 This policy is designed to be used in conjunction with other school policies such as:
- Safeguarding Policy
  - Allegations of Abuse Against Staff Policy
  - Positive Handling/De-Escalation Policy
  - Private Car Transport Policy
  - Lone Workers Policy
  - Health and Safety Policy

## 2. Personal Safety

- 2.1 It is the responsibility of attendance officers to keep themselves safe at all times. They must avoid any situations that may risk their safety.
- 2.2 Attendance officers must carry a mobile phone at all times. The number will be recorded and held by the school business manager.
- 2.3 Attendance officers will inform the school office where they are going and "check in" after home visits have been completed.
- 2.4 When working alone, the attendance officers will be familiar with the Lone Workers Policy and Risk Assessment Policy.
- 2.5 If an officer feels that they are in immediate danger, they must extract themselves from the location and complete a full report.
- 2.6 Details of the vehicles used by attendance officers, including make, model, registration number and colour, must be held by the school business manager. All vehicles must have up-to-date insurance.

### 3. Training

- 3.1 Attendance officers will be fully trained in safe working practices.
- 3.2 Attendance officers will undergo the appropriate training. This includes training related to cultural awareness, diversity and racial equality, specific equipment training, first aid and conflict management.

### 4. Home visits

- 4.1 Home visits allow schools to learn the underlying reasons behind poor attendance. By opening a dialogue with parent/carers, attendance officers can offer the required support.
- 4.2 An action/decision list of visits will be compiled and decided at half term/summary meetings and a reactive list on a day to day basis.
- 4.3 If the parent/carers are not present at the home, the attendance officer should make appropriate enquiries and leave a visit card.
- 4.4 Identification cards will be worn at all times. They will be clearly displayed on the front and outside of clothing.
- 4.5 A house should not be entered if the officer feels unsafe. If a visit is cancelled because of concerns over safety, the reasons for cancelling the visit must be communicated in writing to the Headteacher, with due regard to the Lone Worker Policy and current risk assessment.
- 4.6 If there are potentially dangerous animals in the house, the officer will request that they are kept in a separate room. If the parent/carer refuses, or is unable to adhere to this request, the visit will be cancelled.
- 4.7 The reason for the cancellation will be communicated to the Headteacher in writing.
- 4.8 After the visit the officer will "check in" by calling the school office.

## 5. After the visit

- 5.1 Once a visit has ended, any agreements made between the officer and parent/carers will be recorded, this may be in the form of a parent contract and email.
- 5.2 A note will be made in the pupil's attendance record and letters sent if they fail to follow the agreement.
- 5.3 If the pupil's attendance continues to fall and reaches appropriate thresholds, penalty notices and/or Educational Welfare may be considered to be the next course of legal action.

## 6. Child protection and safeguarding

- 6.1 Before an attendance officer is appointed the appropriate background checks must be obtained. This must include an enhanced Disclosure and Barring service (DBS) certificate and barred list check.
- 6.2 If an officer is transporting a pupil, the Private Car Transport Policy must be followed.
- 6.3 Positive handling and physical intervention is detailed in school's policy.
- 6.4 The school acknowledges that staff must only ever use physical intervention as a last resort, and it must be the minimal force necessary to prevent injury to another person.
- 6.5 The school understands that physical intervention of a nature which causes injury or distress to a child may be considered under child protection or disciplinary procedures.
- 6.6 Any allegations made against attendance officers will be dealt with in accordance with the Allegations of Abuse against Staff Policy.

## 7. Review and monitoring

- 7.1 The Attendance Improvement Co-ordinator is responsible for monitoring this policy and any amendments needed.
- 7.2 This policy will be reviewed annually by the Attendance Improvement Co-ordinator for Transform Trust.
- 7.3 Review date June 2018

Signed by;

Attendance Officer.....Date.....

Tom Buckmaster  
Attendance Improvement Co-ordinator  
Transform Trust