

# St John Bosco Catholic Primary School



## Attendance Officer Home Visit Policy

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## Statement of intent

St John Bosco Catholic 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/carers.

Signed by:

\_\_\_\_\_

Headteacher

Date:

\_\_\_\_\_

\_\_\_\_\_

Chair of governors

Date:

\_\_\_\_\_

## 1. Legal framework

- 1.1. This policy has due regard to relevant legislation 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
- 1.2. This policy is designed to be used in conjunction with other policies such as the following:
  - **Child Protection and Safeguarding Policy**
  - **Allegations of Abuse Against Staff Policy**
  - **Physical Contact 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 office manager.
- 2.3. Attendance officers will 'check in' by calling the school office every two hours to update the school office of their whereabouts.
- 2.4. A 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.
- 2.5. Attendance officers must never enter the home of a pupil unless an appointment has been made and the parent/carer is present. Written confirmation of the appointment must be recorded and held in the school office.
- 2.6. Appointment records must include the time and location along with the name of the pupil. Signatures of the parents/carers and the attendance officer should also be kept.
- 2.7. When working alone, the attendance officers will use the electronic 'Lone Alert-Man Down' system. The device allows the user to alert their employees or the police if they are in danger. Officers will carry the device at all times and log in and check the devices before leaving school premises.
- 2.8. If an officer feels that they are in immediate danger, they must use the alarm system to notify the school office who will contact the police.
- 2.9. Details of the vehicles used by attendance officers, including make, model, registration number and colour, must be held by the school office manager. All vehicles must have the required up-to-date insurance.

### **3. Training**

- 3.1. Attendance officers will be fully trained in safe working practices. The head teacher is responsible for organising the relevant training.
- 3.2. 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.

### **4. Home visits**

- 4.1. Home visits allow the school to learn the underlying reasons behind poor attendance. By opening a dialogue with parents/carers, attendance officers can offer the required support.
- 4.2. A list of visits will be compiled on a weekly basis. This list will include the name and address of the pupil, the name and contact details of the parent/carers, along with the attendance record of the pupil.
- 4.3. The list must be approved and signed by the headteacher before any visits occur.
- 4.4. If the parents/carers are not present at the arranged time, the attendance officer should wait no longer than 20 minutes. If the parent/carer does not arrive the visit will be cancelled.
- 4.5. If the parents/carers have given prior notice that they are running late, the officer must not enter the house until they arrive. If they are over 30 minutes late the visit will be cancelled.
- 4.6. Once in place, appointment arrangements must be adhered to. Notification will be given to the headteacher if any changes are made.
- 4.7. Identification cards will be worn at all times. They will be clearly displayed on the front and outside of clothing.
- 4.8. A house should not be entered if the officer feels unsafe. If a visit is cancelled because of concerns over safety, the reason for cancelling the visit must be communicated in writing to the headteacher.
- 4.9. 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. The reason for the cancellation will be communicated to the headteacher in writing.
- 4.10. Before and 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 parents/carers will be recorded and kept in the pupil's attendance record.
- 5.2. Reminder letters will be sent to the parents/carers if the pupil fails to adhere to the agreements made during the home visit.
- 5.3. A note will be in made in the pupil's attendance record if they fail to follow the agreement.
- 5.4. Continued failure to adhere to the agreement will result in a follow-up visit.
- 5.5. 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.

## **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. Physical intervention by staff policy and procedures are detailed in our Physical Restraint and Reasonable Force Policy.
- 6.3. 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.
- 6.4. Physical intervention of a nature which causes injury or distress to a child may be considered under child protection or disciplinary procedures.
- 6.5. 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 head teacher is responsible for monitoring this policy and procedures and amending it accordingly following any incidents or concerns.
- 7.2. This policy will be reviewed annually by the head teacher.