



PITMASTON PRIMARY SCHOOL

FAMILY SUPPORT WORKER – HOME VISIT POLICY

There may be times when the Family Support Worker (FSW) will visit you at home. This will usually be by prior agreement. The following outlines the procedure that will be followed by the FSW when carrying out a home visit:

Before all visits the FSW is to complete a 'Home Visit Buddy Form'. This should be given to another member of staff (the "buddy") and outlines who the FSW is visiting, the exact address of visit, and the start and expected finish time of the home visit. The buddy is to use this information to keep track of the FSW to ensure that any potential risks or threats to the FSW's personal safety are recognised and responded to at the earliest opportunity.

While out on a home visit the FSW and buddy should follow the procedure below:

- FSW to phone buddy at the start of the home visit (before entering the property) to state that the visit is starting and to confirm the expected end time of visit.
- If during the visit the FSW feels that more time is needed then the FSW can phone the buddy and rearrange the agreed end time.
- FSW to phone buddy at the end of the home visit when 'safe and away' i.e. after exiting the property and at a reasonable distance away (where there is no chance of being asked to re-enter the home) e.g. back inside car.
- If the FSW does not make contact by the agreed end time, then the buddy is to phone the FSW's mobile phone.
- If this is not answered, then the buddy is to attempt contact using the FSW's personal mobile number.
- If neither mobile phone is answered the buddy is to phone all telephone numbers associated with that address i.e. landline, parent/carers mobile numbers, and ask to speak with the FSW.
- If there is still no response then buddy is to escalate and inform police of concerns, followed by relevant members of the Senior Leadership Team.

Pets:

- During visit the FSW may ask about pets which live at the property.
- Dogs will be asked to be kept securely away during a visit i.e. outside or in another room.
- The FSW may ask about the type and breed of dog, vaccinations, temperament towards i) adults in the house; ii) children; iii) strangers, whether the dog has ever bitten anyone, and the adults ability to manage the pet's behaviour.