



**Policy name:** Home Visits Policy Framework

**Reference:** N/A

**Re-Issue Date:** 13 January 2025

**Implementation Date:** 01 November 2021

**Replaces the following documents (e.g. PSIs, PSOs, Custodial Service Specs) which are hereby cancelled:** PI 19/2015 - Health and Safety Arrangement for the Risk Management of Home/Community Visits

**Introduces amendments to the following documents:** N/A

**Action required by:**

<input checked="" type="checkbox"/>	HMPPS HQ	<input type="checkbox"/>	Governors
<input type="checkbox"/>	Public Sector Prisons	<input type="checkbox"/>	Heads of Group
<input type="checkbox"/>	Contracted Prisons	<input type="checkbox"/>	Contract Managers in Probation Trusts
<input checked="" type="checkbox"/>	Probation Service	<input type="checkbox"/>	Under 18 Young Offender Institutions
<input type="checkbox"/>	HMPPS Rehabilitation Contract Services Team	<input type="checkbox"/>	HMPPS-run Immigration Removal Centres (IRCs)
<input checked="" type="checkbox"/>	Other providers of Probation and Community Services	<input type="checkbox"/>	

**Mandatory Actions:** All groups referenced above must adhere to the Requirements section of this Policy Framework, which contains all mandatory actions.

**How will this Policy Framework be audited or monitored?** Probation Service - compliance is monitored by Regional Probation Directors (RPDs) in their region.

Quality assurance is provided by the HMPPS Operational & System Assurance Group.

**Context:** This framework replaces the health and safety arrangement for the risk management of home/community visits outlined in PI 19/2015 and provides an update to support staff in identifying when a home visit must be undertaken and when professional judgement should be used. Additionally, this framework reflects the Probation Reform Programme re-design of operational processes. From 26<sup>th</sup> June 2021, all people on probation will be managed by one Probation Service. This framework ensures that following Day 1 implementation, the processes described in operational policy will align to the new probation operating model.

**Associated documents**

- PI 03/2015 - Policy, Organisation and Summary Arrangements for The Management of Health and Safety
- PI 18/2015 - Health and Safety Arrangement for Risk Assessment
- PI 12/2015 - Health and Safety Arrangement for The Management of Violence and Aggression in The Workplace
- PI 13/2015 - Health and Safety Arrangement for the Management of Accident Reporting, Recording and Investigation
- Domestic Abuse Policy Framework
- Release on Temporary Licence Police Framework

**Resource Impact:** Sentence management expectations and risk assessments are in line with existing good practice guidance. Currently probation sentence management resource modelling allows for the provision of 1 home visit per person on probation in a 12-month period. In relation to case management, staff are already expected to consider home visits when allocated a case - this has been strengthened by revised National Standards of 2021, and this framework provides staff with further clarity of expectations in the undertaking of home visits.

Additionally, the move into a blended supervision approach provides practitioners with more options in terms of modes of contact, potentially freeing up some resource availability.

The undertaking of more than 1 visit in a 12-month period does represent an increase in current resource modelling, however, the Workforce Reform Programme, Workforce Planning Team are undertaking a review of activity-based costings at the end of 2021, findings from this will refine resource impact.

Additional Home Visits will require additional Probation Officer or Probation Services Officer resource. However, there are no estimates currently available regarding how many additional Home Visits may be required under this new Policy Framework. This ought to be examined as part of the wider Activity Based Costing (ABC) review. Until new resource requirements are produced from the ABC review, any additional resource requirement will need to be absorbed by resources.

The management of the health and safety risks of home/community visits is already part of Probation Service business arrangements for managing health and safety. This instruction serves to standardise the arrangements across the service and clarifies who is responsible for carrying out the different aspects of this area of work and therefore should not have any significant impact on resources.

The replacement of legacy contracts for lone worker devices by a single national contract together with the risk-based redistribution to Victim Liaison Officers should be cost neutral.

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**Approved by OPS for publication:** Sarah Coccia and Ian Barrow, Joint Chairs, Operational Policy Sub-Board October 2021.

## Revisions

Date	Changes
9 November 2021	Reference to a cancelled policy removed.
17 November 2021	Typing errors amended
12 May 2022	Removal of mandatory visit for stand alone Unpaid Work requirement
13 January 2025	Amendment to section 8 due to changes in the home visit risk assessment process

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## 1. Purpose

- 1.1. This Policy Framework (PF) sets out the arrangements for the undertaking of home visits for the Responsible Officer, (the term Responsible Officer (RO) is used to refer to staff allocated a named individual to be managed on a sentence/licence in the community), and other probation practitioners, forming part of the arrangements to help minimise risks to the health and safety of employees undertaking home visits in accordance with the Probation Service's duty to ensure the safety of its employees so far as reasonably practicable.
- 1.2. Further guidance on home visits to victims can be found in the Victim Contact Scheme Policy Framework (due for publication end 2021) Other victim contact guidance material can be found in EQuIP.
- 1.3. This document aims to ensure that there is clear guidance to inform decision-making and a consistent interpretation of the instruction to support staff in the undertaking of a home visit to people on probation in the community - both subject to licence conditions and community orders.
- 1.4. A home visit is an integral part of the blended supervision model, but home visiting must **not** be deployed wholly to remove responsibility from a person on probation of being required to report to a probation office during the period of supervision.

## 2. Evidence

- 2.1. Research shows us that individuals benefit when supervision is interactive and engaging, and this includes having home visits. Home visits should be more than just verification of where someone lives. By seeing individuals in their own environment and with people they reside with, staff can analyse information gathered from supervision sessions or other agencies and use it to as a further tool to building a positive working relationship.
- 2.2. Home visits can particularly aid a comprehensive assessment of safeguarding concerns in relation to children,<sup>1</sup> adults at risk, and actual or potential victims in cases of domestic abuse. This safeguarding should be a golden thread which runs through the process of home visits, as well as using home visits to contribute to the continuing assessment and management of risk. The Female Offender Strategy 2018 indicates that almost 60% of women subject to probation supervision in the community or in custody, who have an assessment, have experienced domestic abuse. This outlines the potential for the home to be a place of threat rather than safety, and something for the practitioner to consider.
- 2.3. Evidence from Serious Further Offence review (SFO) findings state that a home visit should have a clear purpose when conducted and visits undertaken in conjunction with other agencies such as police or social services, can enhance information sharing and partnership work in relation to managing safeguarding risks.
- 2.4. Similarly, HMI Probation Case Assessments and Rules guidance considers how contact with people on probation should be sufficient to monitor risk of harm, and to provide the responsible officer with opportunities to make an ongoing assessment. *"The nature of contact should reflect the level and nature of the risk of harm; Where appropriate, it should include planned and unplanned home visits, face-to-face meetings, and meetings at different times of day.....We expect to see home visits used in all cases where there are child safeguarding or domestic abuse issues, unless there is a specific reason for not doing*

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<sup>1</sup> HMPPS Child Safeguarding Policy Framework. Jan 22

*this (for example, the service user is resident in approved premises). In these cases, it may be good practice to conduct home visits to understand the circumstances in which the person on probation lives, and to meet partners and other family members.”*

### **3. Outcomes**

- 3.1 This Policy Framework highlights expectations for when the undertaking of a home visit must occur and when professional judgement should be applied both in terms of safeguarding, sentence management and risk assessment and management.
- 3.2 It also covers the health and safety requirements staff and line managers are required to complete, before, during and after a visit.
- 3.3 Probation practitioners, victim liaison officers, case administrators and line managers are required to read this instruction so that they are familiar with, and follow, the correct processes and mandatory actions relating to the undertaking of home visits for people on probation and for those being released on temporary licence (ROTL) or home detention curfew (HDC).

### **4. Why conduct a visit?**

- 4.1 Home visits provide a valuable window into the person on probation's circumstances and lifestyle. By seeing someone in their own environment, it enables staff to verify their self-report of their circumstances, who they are living with, (or spending a lot of time with) identify any issues with the property or the local area and understand the impact of the person on probation's role in their family, household and community. This can aid a comprehensive assessment of risk, needs and safeguarding concerns in relation to children, vulnerable adults, and partners in cases of domestic abuse. Whilst most home visits will be planned, there may be occasions when an unannounced visit may be warranted, this is particularly linked to assessing risk concerns and supporting compliance.
- 4.2 Some purposes of conducting a home visit include:
- Checking compliance with legislation and court orders e.g. licence conditions are being complied with;
  - Confirm that the person on probation resides at the address or place notified;
  - Building the relationship between practitioner and the person on probation, thereby promoting prosocial change in addition to compliance;
  - Support and inform other family members by answering any appropriate questions, or advising on their role in the person on probation's rehabilitation;
  - Fulfil the duty of care to the person on probation including referral to other agencies for the provision of welfare and support (see section 7.8 for further Adult Safeguarding information).
- 4.3 Home visits can also provide a valuable opportunity to 'scan' the home environment to look for any signs of offending or behaviour that increases risk of harm and/or reoffending. Practitioners should consider the offending behaviours, the risks and the needs of the person on probation to inform what they would be looking for on the visit. Professional curiosity should be applied by practitioners. Things to consider include:
- If the person on probation has restrictions (such as access to the internet), is there sign of technology in use? Does it look like something has recently been removed (could be clues such as dust marks where a computer was)? Is there more than one mobile phone?;

- Is there evidence of other people residing at the property that hasn't been disclosed? Signs of other people being at the property such as coats, shoes or other clothing.
- Evidence of children visiting or residing;
- Signs of damage to the property that could indicate violence – kicked or punched doors/walls;
- Are there hygiene concerns? Strong odours, debris, rubbish that suggests concern.
- Drug paraphernalia, empty cans or bottles;
- Do photographs / décor tell you anything that may be relevant?
- If others are present at the visit does the interaction seem natural or stilted?
- Are children in the property 'behaving' as you would expect or are they especially quiet, do they look clean and sufficiently fed?
- Do other adults at the visit make eye contact, appear nervous?

This presents a few examples of things to consider, it is not exhaustive, and cannot account for all potential situations. Where a practitioner is unsure what to look out for, a conversation should be held with colleagues and line manager to support their thinking. Analysis of observations and information gleaned from a home visit should be reflected upon and weighed appropriately to guard against unconscious bias or inappropriate conclusions being reached.

- 4.4 This list is not exhaustive, and further information and guidance can be found on EQuIP. If you are visiting a woman on probation, please refer to section 7.13 of this document. Further guidance and information is available on EQuIP.
- 4.5 Legally, Probation Practitioners do not have any powers of entry as part of their management of a sentence. The person on probation should “allow” or “facilitate” probation practitioners access when they are conducting home visits as part of the management of their sentence, but if the person on probation refuses access there is no power to enforce access to premises or to a particular room in the premises where access has been prohibited.
- 4.6 However, legislation does require the person on probation to comply with instructions by RO and refusal to comply with a reasonable instruction without a justifiable excuse could be grounds for suspicion enabling further action to be taken.
- 4.7 Practitioners can consider enforcement action if the person on probation refuses entry to the property and this frustrates the purpose of supervision and assessment of risks and needs. Where the person on probation has refused access, the reasons given should be clearly recorded within case records, and consideration given to next steps e.g. contact with Police, Social Services etc.
- 4.8 All organisations/agencies that have contact or work with children are responsible for safeguarding the welfare of children and those agencies are required by law to work together to do so. If the purpose of a home visit relates to arrangements for children or there are any concerns around their welfare by the person on probation refusing access, probation practitioners have a duty to report concerns in accordance with inter agency guidelines.

## 5. Conducting home visits – when and with whom?

### 5.1 Who should receive a home visit?

5.1.1 National Standards 2021 states:

*(5.3) Consideration of conducting a home visit should be made in all cases. Where a home visit is not undertaken, the reasons are recorded.*

5.1.2 This means that staff must consider undertaking a home visit, regardless of sentence type or Tier of the case and consider what will be achieved by undertaking a visit (as per para 4). For all cases outside of the specified cohorts outlined in this framework:

- Where increased risk or new / escalating safeguarding concerns arise, a home visit should be undertaken at the earliest opportunity;
- A home visit should be conducted within 15 days of the start of supervision for individuals who are a high risk of serious harm;
- A home visit should be conducted within 6 weeks of the start of supervision for individuals who are a medium risk of serious harm;
- A home visit should be conducted within 12 weeks of the start of supervision for individuals who are a low risk of serious harm.

5.1.3 Where a decision is made to not undertake a home visit, the probation practitioner must follow guidance in section 6 of this document.

5.1.4 There is no mandatory requirement to undertake a home visit for those subject to a **stand-alone Unpaid Work requirement only**. Any decision to undertake a home visit will be at the discretion of the RO and should be discussed with line manager for appropriate oversight.

### 5.2 When should a home visit be conducted?

#### 5.2.1 Start of supervision

A home visit should be considered at the start of supervision (for community sentences and release on licence) to inform initial sentence planning, assessment and management of risk and need for all cases. This guidance outlines timescales for expected completion of a home visit for various cohorts of people on probation at the start of their supervision, which for some cohorts will be within 10 or 15 days of the start of supervision, and within the first 6 to 12 weeks for the remainder.

#### 5.2.2 During the life of the supervision

5.2.3 Where new or escalating concerns arise, a home visit should be undertaken at the earliest opportunity from the identification of concern.

5.2.4 Where conducting home visits is identified as part of risk management, the frequency of visits should be recorded in the risk management plan.

5.2.5 A visit should also be considered when it is necessary and appropriate to manage the risk and protect victims as well as when there has been a change in circumstance, a significant event or where there may benefit with engagement/reengagement of the person on probation and/or their family or significant others they reside with. Arrangements for home visits including when, by whom and frequency should be recorded in the Risk Management Plan with contingency plans (where appropriate) for home visits in response to changes in circumstances and increases in risk.<sup>2</sup>

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<sup>2</sup> See Assessment Quality Assurance (AQA) / RoSH guidance



5.2.6 This may include:

- Change of address (see Case Transfer Policy Framework for further details);
- 'Sofa surfing' or in transient accommodation;
- New relationships / ending of relationship;
- New person residing with the person on probation;
- Supporting engagement / reengagement between practitioner and person on probation
- Considering alternative to recall;
- Home Detention Curfew (HDC) or Release on Temporary Licence (ROTL) assessments of suitability;
- Absence from Approved Premises;
- Informing risk management;
- Any safeguarding concern (this must be discussed with line manager and safeguarding referral/ liaison with existing social worker also made);
- Information received from partner agencies that raise concerns

5.2.7 It is up to the professional judgement of the practitioner to decide if and when further home visits should be conducted, however, **any OASys review should result in consideration of whether a further home visit is required.** Actions outlined in this framework must be followed dependant on whether a further visit is undertaken or the decision not to visit is made.

5.2.8 Where new concerns present themselves in relation to any new significant risk such as sexual or domestic abuse or safeguarding issues, a home visit must be undertaken to inform risk assessment and sentence plan review. Where concerns are raised and a visit is not conducted, the reasons why must be clearly recorded – further detail in Section 6.

### 5.3 Who should conduct the home visit?

5.3.1 Where possible the Responsible Officer should undertake the home visit to the person on probation. There can be real value in the probation practitioner undertaking lone visits as and when appropriate and with the right safety measures in place.

5.3.2 Home visits fall within the three following categories:

- Home visit conducted by a lone worker, suitable when visiting people on probation in the following groups - low risk of serious harm and where there is already an established working relationship;
- Home visits conducted by two probation practitioners, see HV risk assessment guidance Section 8.1.;
- Home visits conducted with an external partner to meet requirements for multi-disciplinary arrangements.

5.3.3 Where the assessment identifies that the staff member should be accompanied as a risk control measure, consideration should be given to who should accompany them, their training and experience and the role they will play in the visit. This could be:

- Line Manager / Practice Teacher Assessor (PTA);
- Named back-up Officer (in registered risk cases);
- Other Probation Practitioner i.e. Probation Officer or Probation Service Officer as appropriate (other POD<sup>3</sup> members);

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<sup>3</sup> Probation Operational Delivery model – small group of practitioners familiar with each other's cases.

- Police Offender Manager;
- Worker from another agency working with the individual;
- Worker from another agency familiar to individual/family

5.3.4 It is not appropriate for clerical/administrative staff or volunteers to accompany a staff member making a home visit to a person on probation assessed as posing a high risk/very high risk of serious harm. Clerical/administrative staff or volunteers may attend home visits as part of their training and development, so long as they are not used as part of any control measures identified within the risk assessment.

5.3.5 Where the assessment indicates the risk is reasonable for staff to undertake the visit alone, a lone worker device must be used<sup>4</sup>. The device is also recommended to take when undertaking joint visits.

5.3.6 If a person on probation is involved with other agencies such as Police, Social Services, Mental Health teams etc, a joint home visit with the probation practitioner and the partner agency should be undertaken where possible. The benefits of this approach include:

- Professionals interpret presenting issues in line with their own professional experiences and expertise, so colleagues from different disciplines that work together can develop a more holistic picture of the person on probation's needs.
- People on probation seeing professionals from different agencies working together will better understand that services are sharing information and working together to support them; this can reduce the frustration of having to repeat information to different professionals, and minimises opportunities for individuals to provide conflicting information / manipulate professionals.
- Joint visits can be a useful and less threatening way to introduce new professionals to a person on probation.
- Having two professionals in a home provides an extra pair of eyes and enables more opportunities for observation, as one professional can observe while the other is talking and vice versa.

5.3.7 Further information in relation to health and safety elements of undertaking home visits can be found in Section 8.1.

## **6. Recording decision to not undertake a home visit**

6.1 If a decision is made not to undertake a home visit at all, the home visit risk assessment form must be completed, and the reason and rationale must be recorded in the form and case recording notes by the probation practitioner to evidence their decision making<sup>5</sup>.

6.2 For any case where there is an expectation or mandatory requirement to undertake a visit as outlined in this framework, the decision and rationale for not completing one must also include a management oversight entry from the line manager. See Touchpoints Model (TPM) in EQuIP for specific guidance on recording.

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<sup>4</sup> Information on lone worker device can be found in EQuIP.

<sup>5</sup> CRI 181021 Home Visits risk assessment in EQuIP.

6.3 Where a decision not to undertake a home visit is a result of the risk of harm the person on probation presents, the relevant risk register- risk to staff- should also be raised. See EQuIP for further guidance Risk register.

#### **6.4. Exceptions - delay of home visit**

6.4.1 There may be situations when a practitioner cannot undertake a home visit in the expected time scale as outlined in this framework. ***This is different to the decision not to undertake a visit***, but also requires a defensible decision to be recorded by the probation practitioner to detail why there is a delay in taking this action.

6.4.2 Where an exception is made, a manager oversight entry must be recorded by the SPO to endorse the decision.

6.4.3 Where the case is a very high risk of serious harm manager oversight endorsement must be from the Probation Delivery Unit Head. (The PDU head may delegate this authority to their deputy.) See Touchpoints Model (TPM) in EQuIP for specific guidance on recording.

### **7 Specific cohorts**

#### **7.1 Sexual offences**

7.1 A home visit must be conducted to all Registered Sex Offenders (regardless of level of risk) within 15 working days of the start of supervision (or upon registration if this occurs during the supervision period).

7.1.1 A home visit must be conducted to all individuals convicted of sexual offences assessed as high/very high risk of serious harm within 15 working days of the start of supervision (or upon assessment of this level of risk if this occurs during the supervision period).

7.1.2 For those convicted of sexual offences who are medium risk of serious harm, a home visit must be conducted within the first 6 weeks of the start of supervision.

7.1.3 For those convicted of sexual offences who are low risk of serious harm, a home visit must be conducted within the first 12 weeks of the start of supervision.

7.1.4 Details of offences that make an individual subject to sex offender registration are outlined in the Sexual Offences Act 2003 (SOA 2003). Guidance can be found in EQuIP. This cohort may include a small group of people where the index offence is not a sexual offence, but they are RSO from a previous sexual offence.

7.1.5 Not all individuals convicted of sexual offences will be subject to notification requirements. Therefore, a home visit must also be conducted to all individuals convicted of a sexual offence who are not subject to notification.

7.1.6 All individuals, aged 18 years and over, convicted of a current or previous sexual offence/sexually motivated offence where the Probation Service are the lead agency must have an OASys completed<sup>6</sup> within 15 working days of the start of supervision. A key element of this initial assessment is the undertaking of a home visit to assess the circumstances of the person on probation and inform sentence planning and risk management.

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<sup>6</sup> Practitioner guidance can be found here.

- 7.1.7 Individuals subject to registration requirements will have a Police Sex Offender Manager regardless of MAPPA level. A joint home visit from police and probation practitioners - where practical and possible- represents best practice. A joint home visit is an important element of the assessment process. Whilst an office-based interview with the individual elicits important information, a home visit provides a different insight and information gathering opportunity making the undertaking of joint home visits critical.
- 7.1.8 Additionally, joint police and probation visits lets the person under supervision know that there is a combined approach between police and probation, and that relevant risk-related information will be routinely shared. It also allows for different observational skills from both agencies and can assist in the subsequent management of the individual. More guidance in relation to management of this cohort can be found in EQuIP<sup>7</sup>.

## **7.2 Child Sexual Exploitation**

- 7.2.1 A home visit must be conducted for all individuals convicted of / or identified as having been involved in Child Sexual Exploitation within 15 days of the start of supervision (or upon identification of this risk if this occurs during the supervision period.)
- 7.2.2 The government defines Child Sexual Exploitation (CSE) as follows: Child sexual exploitation is a form of child sexual abuse. It occurs where an individual or group takes advantage of an imbalance of power to coerce, manipulate or deceive a child or young person under the age of 18 into sexual activity (a) in exchange for something the victim needs or wants, and/or (b) for the financial advantage or increased status of the perpetrator or facilitator. The victim may have been sexually exploited even if the sexual activity appears consensual. Child sexual exploitation does not always involve physical contact; it can also occur through the use of technology.
- 7.2.3 Staff should be aware that occasionally CSE perpetrators may be convicted of non-sexual offences such as those involving drugs or violence. This does not preclude them of the requirement to receive a home visit to inform risk assessment and sentence planning. Further guidance and information about CSE can be found in EQuIP.

## **7.3 National Security Division**

- 7.3.1 A home visit must be conducted for any person on probation subject to National Security Division oversight identified as high or very high risk of serious harm within 10 working days of placement in this cohort.
- 7.3.2 The National Security Division (NSD) extend enhanced management requirements to all the high/very high risk of serious harm cohorts managed by their specialist units, this includes Critical Public Protection Cases (CPPC), Serious Organised Crime (SOC) cases and people convicted under the Terrorist Act legislation (TACT). These requirements are applied as these individuals present the greatest risk to the public and require a more intensive level of scrutiny and monitoring.
- 7.3.3 Individuals subject to National Security Division oversight identified as high/very high risk of serious harm will receive a 'resettlement visit' on a fortnightly basis for the first 3 months of supervision and the first three months after leaving Approved Premises. This may be a home visit or visit to another location of significance to the individual. Further information can be found in Annex A of the National Standards on EQuIP.

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<sup>7</sup> NPS Position Statement Policy: guidance for the assessment, management and rehabilitation of those who have committed a sexual offence (March 2016)

#### **7.4 Integrated Offender Management Cohort (IOM)**

- 7.4.1 A home visit must be conducted for any person on probation placed in the IOM cohort within 10 working days of placement in this cohort.
- 7.4.2 Anyone placed into the IOM cohort are required to have a joint probation/police home visit undertaken within 10 days of induction into IOM. Additionally, regular monthly home visits are required as part of the enhanced supervision element for this cohort. Further information and guidance can be found in the IOM National Operational guidance on EQuIP.

#### **7.5 Multi Agency Public Protection Arrangements (MAPPA)**

- 7.5.1 A home visit must be conducted for any person on probation subject to MAPPA Level 2 or Level 3, within 15 working days of the start of supervision (or at point of level setting if this occurs during the supervision period).
- 7.5.2 All Category 1 MAPPA cases will have a Police Sex Offender Manager, and all Category 2 cases should have a Police Violent Offender Manager.
- 7.5.3 Where MAPPA requests it, probation practitioners must undertake a joint home visit with the police where there is a Police Offender Manager identified. Where this is not possible, staff must ensure they share the information gathered from the visit in the appropriate sources and case recording systems, such as ViSOR (national confidential database that supports MAPPA.) Further guidance relating to ViSOR can be found on EQuIP.
- 7.5.4 Where a decision is made not to undertake a home visit, staff should follow the guidance outlined in Section 6.

#### **7.6 Domestic Abuse**

- 7.6.1 A home visit must be conducted for any person on probation assessed as high/very high risk of serious harm of domestic abuse within 15 working days of the start of supervision (or upon assessment of this level of risk if this occurs during the supervision period).
- 7.6.2 For any other person on probation assessed as any other level of risk of serious harm of domestic abuse a home visit must be conducted within the first 6 weeks of the start of supervision.
- 7.6.3 Where new or escalating adult safeguarding concerns arise, a home visit must be undertaken within 10 working days of the identification of concern.
- 7.6.4 Consideration should be given to undertaking a further home visit at the point of termination of supervision.<sup>8</sup>
- 7.6.5 The Domestic Abuse Act 2021 defines 'domestic abuse' as:
  - (2) Behaviour of a person ("A") towards another person ("B") is "domestic abuse" if—
    - (a) A and B are each aged 16 or over and are personally connected to each other, and
    - (b) the behaviour is abusive.
  - (3) Behaviour is "abusive" if it consists of any of the following—
    - (a) physical or sexual abuse;
    - (b) violent or threatening behaviour;
    - (c) controlling or coercive behaviour;

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<sup>8</sup> See Domestic Abuse Policy Framework sec 10.3

(d) economic abuse (see subsection (4));  
(e) psychological, emotional or other abuse;  
and it does not matter whether the behaviour consists of a single incident or a course of conduct.

- 7.6.6 Where viable, staff **should not wait** in any case where domestic abuse concerns arise. New or escalating concerns should be discussed with the SPO and a home visit should be undertaken as soon as possible to inform assessment of risk. Probation practitioners should also be aware that domestic abuse may be present but undisclosed or not known in some of the families of the people on probation that they work with. Staff should refer to the Domestic Abuse Policy Framework which sets out the arrangements for working with people whose convictions or behaviours include domestic abuse. (Section 10 of this document provides a focus on home visits).
- 7.6.7 In assessing the risk of undertaking a home visit, staff must give careful consideration to the potential impact the visit may have on any others residing with the person on probation and feel confident that undertaking a home visit would not in some way increase the risk to others at the property. In cases of domestic abuse, the focus of the home visit must be on the safety and well-being of the individuals at risk of harm from the domestic abuse perpetrator – this may be family members, intimate partner, children or others they reside with. Where the person on probation states they reside alone, the visit is still required, not least to validate this.
- 7.6.8 Particular attention should be given to individuals where there is the multiple issues of domestic abuse, mental ill health and substance misuse. This is known as the ‘trio of vulnerabilities’ when occurring together they are widely acknowledged as key indicators of significant risk. As well as physical abuse it can result in emotional abuse and neglect, create unpredictable and inconsistent environments for children and impact on parenting capacity.
- 7.6.9 For people on probation who have a requirement to complete the Building Better Relationships (BBR) accredited programme, or structured interventions that target domestic abuse, a referral and engagement with a Partner Link Worker (PLW) should be undertaken. Whilst the PLW works with the victim, and details should never be shared with the person on probation, engaging with the PLW before and/or after a home visit is undertaken provides an opportunity to share information and better manage risk. More information around BBR and PLW can be found in EQUIP.
- 7.6.10 Where the victim of domestic abuse is subject to Multi Agency Risk Assessment Conference (MARAC)<sup>9</sup> (a meeting where information is shared on the highest risk domestic abuse cases between representatives of local police, health, child protection, housing practitioners, Independent Domestic Violence Advisors (IDVAs), probation and other specialists from the statutory and voluntary sectors). Relevant information obtained during the home visit should be shared with the conference.

## 7.7 Safeguarding – Children

- 7.7.1 A home visit must be conducted to any person on probation assessed as high/very high risk of serious harm to children, within 15 working days of the start of supervision (or upon assessment of this level of risk if this occurs during the supervision period).
- 7.7.2 A home visit must be conducted for any other person on probation with identified child safeguarding concerns, within the first 6 weeks of the start of supervision.

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<sup>9</sup> MARAC FAQs General FINAL.pdf (safelives.org.uk)

7.7.3 Where new or escalating child safeguarding concerns arise, a home visit must be undertaken within 10 working days from identification of the concern.

7.7.4 Child safeguarding is defined as:

- protecting children from maltreatment;
- preventing impairment of children's health or development;
- ensuring that children grow up in circumstances consistent with the provision of safe and effective care; and
- taking action to enable all children to have the best outcomes.

Child protection is part of safeguarding and promoting the welfare of children, and a child is defined as anyone who has not yet reached their 18<sup>th</sup> birthday.

7.7.5 Where viable, staff **should not wait** in any case where significant safeguarding concerns arise. New or escalating concerns should be discussed with the line manager (or other Senior Probation Officer) and a referral made to Children's Services. A home visit should be undertaken as soon as possible to inform assessment of risk. Further safeguarding advice can be found in 'What to do if you are worried a Child is being abused' on EQUIP > [here](#)

7.7.6 Probation practitioners will come into contact with people on probation who have offended against a child, pose a risk of harm to children even though they have not been convicted of an offence against a child or are parents or carers of children. Staff are therefore, well placed not only to identify those who pose a risk of harm to children, but also to identify children who may be at heightened risk of involvement in (or exposure to) criminal or anti-social behaviour and/or other poor outcomes.

7.7.7 The governmental statutory guidance Working together to safeguard children identifies two key principles that underpin effective safeguarding arrangements:

- safeguarding is everyone's responsibility: for services to be effective each professional and organisation should play their full part; and
- a child-centred approach: for services to be effective they should be based on a clear understanding of the needs and views of children.

7.7.8 Undertaking a home visit to assess safeguarding concerns should be considered in the following circumstances:

- Where behaviour exhibited by the person on probation either previously and/or currently places a child at risk of serious harm e.g. domestic abuse and sexual offending.
- Where there are concerns in relation to potential harm e.g. parents/carers misusing substances.
- Where there is exposure to victimisation e.g. child sexual exploitation, honour-based violence, female genital mutilation, radicalisation/extremism, organised crime and serious group offending. The risk or potential risk to a child may be as victim or perpetrator or both.
- Where children are at risk of anti-social or other negative behaviour due to the behaviour of their parents, carers or others.
- Where there is evidence that a child has been truanting, gone missing or have displayed behavioural difficulties.
- Where the person on probation is in a relationship with a young person under the age of 18 and there are concerns over the age appropriateness of the relationship, given what is known about the individual e.g. Registered Sex Offender grooming a child.

- If there are adult safeguarding concerns that may impact on the individual's ability to care for/safeguard children.

NB: This is a non-exhaustive list of circumstances that could give rise to concerns and there could be others.

7.7.9 In safeguarding cases the focus of the home visit must be on the safety and well-being of the child or vulnerable person, but staff should consider safeguarding during all home visits. Things to consider include:

- If children are present during a visit, how are they behaving and interacting with others (adults and children) in the home? Have positive observations of the interaction between the child and person under supervision been noted?
- What are home circumstances like? Is there anything about the home that leads you to have concerns about the safety or development of the child? Are there any signs of neglect or of an environment that may impact negatively on the child/children? Does the child look well-cared for and well-nourished?
- Are there any other adults who appear to be living or frequently visiting the home, for example a new partner? If so, it is good practice to request their details and relevant information to verify their identity, especially if the person is, or appears to be, pregnant.
- Have any concerns or relevant information been shared with a probation manager and Children's Services? Any urgent concerns must be dealt with immediately. Any concerns should be fully recorded, and relevant documentation completed to inform Children's Services.
- If a child is subject to a child in need or child protection plan, has consideration been given to arranging a visit when the child is likely to be present at the home address and, if appropriate, to carrying out a joint visit with a social worker or other professional, e.g. police or health visitor?

7.7.10 Further details of probation service responsibilities can be found in the Probation Service Child Safeguarding Policy Framework, due for publication end 2021. Other safeguarding guidance documents can be found in EQuIP.

## **7.8 Safeguarding – Adults**

7.8.1 A home visit must be conducted to any person on probation assessed as high/very high risk of serious harm to vulnerable adults, or a vulnerable adult at high risk of harm from others within 15 working days of the start of supervision.

7.8.2 A home visit must be conducted for any other person on probation subject to adult safeguarding concerns within the first 6 weeks of the start of supervision.

7.8.3 Where new or escalating adult safeguarding concerns arise, a home visit must be undertaken within 10 working days of the identification of concern.

7.8.4 The Care Act 2014 provides the statutory framework for the provision of adult social care and adult safeguarding. It created a single, consistent route to establishing an entitlement to public care and support for all adults with needs for care and support.

7.8.5 The term 'safeguarding' means protecting an adult's<sup>10</sup> right to live in safety, free from abuse and neglect. It encompasses work with an adult who has care and support needs to help keep them safe from significant harm. Both The Care Act 2014, and the Social Services and Well-being (Wales) Act 2014 defines an adult at risk as someone who:

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<sup>10</sup> Adult is any person over the age of 18 years.



- Has needs for care and support (whether or not the local authority is meeting any of these needs) and;
- Is experiencing, or is at risk of, abuse or neglect; and
- As a result of those care and support needs is unable to protect themselves from either the risk of, or the experience of, abuse or neglect.

7.8.6 When considering registration of risk, within Probation, the term 'Adult at Risk' has replaced the term "vulnerable adult". There is a further risk flag - 'Risk to Adult at Risk' which relates to a person on probation who poses a risk of serious harm to adults at risk in general or to an identified adult at risk. Further details of risk registration can be found in EQuIP.

7.8.7 Signs of abuse can often be difficult to detect; staff should be alert possible indicators. Types of abuse can include:

- |                                    |   |
|------------------------------------|---|
| • Physical abuse                   | • Organisational or institutional abuse |
| • Domestic violence or abuse       | • Neglect or acts of omission           |
| • Sexual abuse                     | • Self-neglect                          |
| • Psychological or emotional abuse | • Modern slavery <sup>11</sup>          |
| • Financial or material abuse      |   |
| • Discriminatory abuse             |   |

7.8.8 Probation practitioners should be aware of the overlap between adult safeguarding and domestic abuse. It is important to recognise that while some adults with care and support needs may be victims of domestic abuse, some may be perpetrators of domestic abuse, with the abuse being hidden or unrecognised. The abuse may have been present for many years and the perpetrator's disability, mental health, substance misuse and/or care and support needs may have been used as an excuse for the abusive behaviour.

7.8.9 When preparing for a home visit to an adult at risk or adult presenting a risk, if there are known concerns, as much information as possible should be gathered from all available sources to inform the home visit risk assessment.

7.8.10 In adult safeguarding cases the focus of the home visit must be on the safety and well-being of the adult at risk / assessing the circumstances of the adult presenting risk. Things to consider include:

- Does the person on probation present a risk to another specific adult? Is there another adult in the household seen to be at risk, or with care and support needs?
- Is the individual caring for someone else?
- Where there are care and support needs, consider how these are being supported.
- Probation practitioners should be clear about their role and any actions assigned to them within a safeguarding plan and any risk management strategy for the person on probation who is an adult at risk.
- Care should be taken to ensure that none of the contents of a risk management strategy or safeguarding plan is at odds with any licence conditions or protective / restrictive orders the person on probation is subject to.
- Careful consideration of what information, if any, should be shared or available to disclose to the person on probation presenting a risk to ensure the risk to the identified adult at risk is not increased.
- Where a person on probation is an adult at risk, it may be appropriate to carry out joint visits with a member of the local authority adult safeguarding team. As people's

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<sup>11</sup> See EQuIP > [Modern Day Slavery for further guidance and information.](#)

circumstances often change during the currency of an order or licence, it is important that practitioners consider home visiting throughout supervision as an integral part of assessing and managing risk.

- Who else is in the property or accessing the property? Consider potential cuckooing.

7.8.11 Cuckooing is a practice where people take over a person's home and use the property to facilitate exploitation. It takes the name from cuckoos who take over the nests of other birds. There are different types of cuckooing:

- using the property to grow, deal, store or take drugs;
- using the property to sex work;
- using the property to store weapons;
- taking over the property as a place for them to live;
- taking over the property to financially abuse the tenant.

7.8.12 The most common form of cuckooing is where drug dealers, gang members or others with criminal intent take over a person's home and use it to store or distribute drugs as part of county lines operations. They may begin by befriending the adult at risk. The victims of cuckooing are often people who misuse substances such as drugs or alcohol, but also can be people with learning difficulties, learning disabilities, mental health issues, physical disabilities or are socially isolated.

7.8.13 The perpetrators may threaten the adult at risk verbally or physically if they try to put a stop to their criminal activity. They will also discourage family / friends and support workers from visiting the vulnerable adult's address. Signs that cuckooing may be going on at a property include but are not limited to:

- an increase in people entering and leaving the property;
- an increase in cars or bikes outside;
- an increase in anti-social behaviour;
- people coming and going at strange times;
- damage to the door / the door propped open;
- unknown people pressing buzzers to gain access to the building;
- unexplained acquisition of money, clothes, or mobile phones;
- relationships with controlling / older individuals or groups;
- suspicion of physical assault / unexplained injuries;
- self-harm or significant changes in emotional well-being;

It is important to remember that not all of these issues will be a sign of cuckooing but may indicate other support needs.<sup>12</sup>

### **Other cohorts to consider in relation to adults at risk**

## **7.9 Care leavers / care experienced individuals**

7.9.1 The Probation Service definition of someone who is care experienced is a person who has previously been in the care of the local authority as a child, regardless of their current age, the time they spent in care or whether they might meet the legal definition of a 'Care Leaver'. Care Leavers are those between the ages of 18-25 that qualify for local authority support.

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<sup>12</sup> Also see information on EQuIP re County Lines.

7.9.2 Care experienced people are vastly overrepresented in the Criminal Justice System (CJS),<sup>13</sup> with research suggesting that in the female population, this percentage may be even higher.

7.9.3 Staff should try to recognise the impact that these experiences may have particularly when considering how to conduct a home visit. For example, care experienced people are more likely to have experienced abuse or neglect or other traumas and may present with adverse reactions to authority. Staff should try to work with care experienced people in a trauma informed way where possible.

7.9.4 Further guidance relating to care leavers and care experienced people on probation can be found in EQuIP.

## **7.10 Ex Armed Service Personnel**

7.10.1 This relates to all those aged 18 years and over, who have served in the military in any capacity for one day or more, drawing a day's pay. This includes the Army, Royal Air Force, Navy and Reservists.

7.10.2 Whilst not over-represented in the CJS, some studies<sup>14</sup> show a higher incidence of violence, domestic abuse, addiction and sexual offending amongst this group and a small but significant number of this cohort encounter difficulties when transitioning (the process where armed service personnel begin reintegrating back into civilian life).

7.10.3 Whilst most individuals make the transition successfully, some struggle often leading to complex issues particularly in relation to mental health, which require assessments to be informed by an understanding of the potential implications of the ex-armed services status.

7.10.4 For some people on probation in this cohort, general life and coping skills may be limited as housing, healthcare and food are all provided from the day of enlistment. It is not unusual for a person to expect these things to be provided to them upon discharge, particularly if they joined at a young age and have not lived in the civilian community independently. Adopting an investigative approach during a home visit to support an assessment of how the individual is coping with the transition to civilian life can be particularly beneficial.

7.10.5 Further guidance and information relating to this cohort can be found in EQuIP.

## **7.11 Youth to Adult transition**

7.11.1 A home visit must be conducted for any new youth to adult transfer to Probation within 15 working days of the start of the formal transfer

7.11.2 The Youth Offending Team are responsible for the supervision of children aged 10 to 17 years of age who are sentenced by a court. The Probation Service is responsible for the supervision of young adult cases aged 18 or over who are sentenced by a court, and for the case management of those children who transition from child to adult services. This transition process will commence when the individual is 17yrs 6 months old with an initial pretransfer meeting where a decision has been made by YOT not to retain them (Not all cases transition to adult services at 18). Further guidance on the transition process can be found in the National Protocol for Transition for England, and for Wales in EQuIP.

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<sup>13</sup> 25% of people in prison have been in care as a child (Bernam & Dar, 2013) extract from Working with People Who Have Experienced Care: A National Good Practice Guidance for Practitioners and Managers Across HMPPS (2020) EQuIP Care experienced.

<sup>14</sup> MacManus et al 2013, Macdonald 2014.

7.11.3 Young adults are disproportionately represented in the Criminal Justice System and research shows they are more likely to have suffered adverse emotional, social, neurological and developmental effects from traumatic experiences in childhood and adolescence, affecting their ability to interact and form relationships with professionals and other people. As such the probation practitioner should be aware of the person on probation's experiences of trauma, to take a trauma informed approach. Further guidance on ways to work with this cohort can be found in EQuIP.

7.11.4 Although physical and intellectual development is usually completed during adolescence, for some people emotional and social maturation continues into the mid-twenties. For the 18-25-year-old age group, the level of maturity of an individual, is a significant factor to be considered when working with them to deliver interventions to support desistance. By understanding how a young person's level of maturity has affected their offending behaviour, services can respond appropriately to help the individual develop personal and social resources. Further information on maturity, and undertaking a maturity assessment can be found in EQuIP.

7.11.5 The undertaking of a home visit at the start of supervision will not only inform the initial sentence plan but can support the building of a positive working relationship. When conducting a visit to this cohort cases things to consider include:

- It is important for probation practitioners to be aware of and understand the context of the young adult's family background and the resulting impact on that individual.
- In some cases, it may be appropriate to have a meeting with the young adult's family (with their consent). Building a positive working relationship with the family can further support positive change and engagement.
- Young adults often have a uniquely dual role within the family as being both the child within a family home and may also a parent themselves of young children. (See Section 7.7 for further information in relation to child safeguarding considerations It can be difficult for young adults to communicate and negotiate appropriately with people in authority.
- A significant number of young adults involved in the Criminal Justice System have been in care or experienced abuse or neglect. (See Section 7.10 for further information about care leavers/care experienced.)

Further information about the 18-25 year old cohort can be found in the Young Adult Policy Framework due for publication at the end of 2021.

## **7.12 Women on probation**

7.12.1 Women on probation are more likely to have complex and chaotic lives due to issues such as substance misuse, domestic abuse, and mental health problems, and this may make it difficult for them to comply with supervision. Research tells us that:

- Over 60% women in prison report being a victim of domestic abuse.
- Female prisoners are more likely than males to have been taken into care, experienced abuse, witnessed violence in the home as a child.
- Women on probation are twice as likely as male offenders to report needing help for mental health issues.
- The rate of self-harm for women in custody is 6 times higher than males.
- Women on probation are more likely to be the main caregiver for children.

7.12.2 One of the major differences between women and men is their risk of experiencing trauma, especially interpersonal violence. As males age, they are more likely to be harmed by enemies or strangers. In contrast, a young woman is most at risk in a relationship. There are strong links between women's experience of domestic and sexual abuse and

coercive relationships, and their offending – which at times may be committed under direction of an abusive partner. Their situation is often worsened by poverty, substance dependency or poor mental health. This highlights the potential for the woman's home to be a place of threat rather than safety, and something for practitioners to consider when undertaking a home visit.

- 7.12.3 The complexity of needs and experiences of trauma may make it difficult for some women on probation to comply with the requirements of their Order or Licence. In making decisions about enforcement, practitioners should consider not only the direct circumstances of any failure but also the wider circumstances of the individual. Undertaking a home visit to support compliance or re-engagement can be an effective tool.
- 7.12.4 Research tells us that women are more likely to engage with practitioners who undertake a trauma informed approach; being trauma informed requires practitioners to take the trauma into account as a sentence plan is developed. Meaningful engagement will support women to feel safe, by giving them capacity to face and overcome trauma triggers and new adversities in the future. Further information on taking a trauma informed approach can be found in EQuIP.
- 7.12.5 Further guidance and information on working with women on probation can be found in EQuIP.

## **8. Health & Safety measures for home visits**

All activities in Sections 8.1– 8.5 are mandatory requirements.

### **8.1 Prior to a visit**

- 8.1.1 All practitioners who undertake a home visit must ensure that a pre visit risk assessment is undertaken and recorded in the Management Oversight – Home Visit Risk Assessment NDelius entry by the Responsible Officer. The original home visit risk assessment can be used for subsequent visits where all relevant circumstances remain the same. The practitioner must reference that there have been no changes within the home visit contact entry, to illustrate it has been considered.
- 8.1.2 Where there is a change in circumstance, including a new event, a new assessment must be completed, and authorised.
- 8.1.3 Additionally:
- The home visit risk assessment must be authorised by the line manager prior to the visit being undertaken.
  - The line manager reviewing a pre risk assessment must consider the risk factors and proposed control measures and either:
    - authorise the visit (subject to the control measures recorded in the assessment),
    - authorise the visit (subject to further additional measures), or
    - refuse the visit
    - the decision must be recorded as the outcome for the management oversight contact (see EQuIP for further information).
- 8.1.4 Line managers must ensure that where it has been assessed as necessary for the staff member to be accompanied for the home visit, sufficient staff resources are made available where this is to be a member of the Probation Service staff or arrangements are confirmed with other agencies, where their staff are to be involved.
- 8.1.5 Managers must ensure that a local home visit procedure is written and communicated to all staff, and as a minimum include details of:

- How to complete the home visit risk assessment contact. The requirement to complete the staff details log (i.e. car registration plate and mobile phone number, as appropriate) local variations may apply.
- Arrangements for the use of lone work devices.
- The mandatory requirement to confirm the start of a visit immediately prior to entering the home/community setting.
- The mandatory requirement to confirm the safe conclusion of a visit immediately after leaving the home/community setting.
- The contact details of the nominated contact for home/community visits.
- The emergency response procedures.

8.1.6 If a home visit has been arranged outside of normal office hours the manager must ensure appropriate access to lone worker device and contact arrangements are in place for receiving the pre/post visits from the staff member.

8.1.7 Managers must ensure that staff undertaking a home/community visit, or that act as a nominated home/community visit contact, receive appropriate information, instruction or training relevant to their roles.

## **8.2 Undertaking the home visit**

8.2.1 When leaving for a home/community visit staff must ensure that:

- They have recorded in the local home/community visits itinerary diary the names, address and start/end times of the intended visit.
- They have a charged and working mobile phone with them (and that it is not on silent mode).
- They have a charged lone worker device with them. Further information on LWD can be found in EQuIP (local variations apply).

8.2.2 Staff must not deviate from the planned visits and route recorded in the local home/community visits itinerary diary. Where a change is unavoidable and absolutely necessary these must be communicated to the local home/community visit contact and the itinerary diary appropriately updated.

## **8.3 During the visit**

8.3.1 On arrival at the location of the visit, staff must contact the nominated home/community visit contact to confirm arrival and the expected duration of the visit. If there is no mobile signal, practitioners may choose to abandon the visit. If they wish to continue, they should go to where there is mobile signal to notify colleagues of the situation.

8.3.2 During the visit staff should keep alert to changes in circumstances that may affect their safety, such as changes in the behaviour of the person being visited or entry of unexpected persons into the home/community setting. If during the visit staff believes it will take longer than originally estimated, they should call the nominated contact and provide a revised completion time.

8.3.3 Where staff feel threatened or concerned for their safety or for any other reason feel uncomfortable about the visit, they must terminate the visit and leave the setting as quickly as possible. All staff have a legal right to leave their place of work if they reasonably believe that otherwise they may be in serious and imminent danger. In such circumstances they will not be subject to any detriment.

8.3.4 Should the threat escalate or leaving is prevented, staff must call 999 or activate the lone worker device for emergency assistance. 'Time out' is the code word for Peoplesafe to recognise that someone is in duress having activated their LWD.

8.3.5 If a staff member feels that calling 999 or terminating the visit leaving could escalate a

situation, they should ask the person being visited if they can call the office to cancel their next appointment and then call the nominated contact and give the alert code agreed within their team/office.

8.3.6 On receiving an alert code the nominated contact must:

- Immediately inform the staff member's SPO (or in their absence the senior person on site or the line manager's manager or any other available manager).
- The staff member's SPO (or in their absence the senior person on site or the line manager's manager or manager responding to the call) must then contact the police advising that there is significant concern about a staff member who has used the alert code during a home visit and provide the name of the person on probation being visited and the address of the visit.
- The staff member's SPO (or in their absence and the senior person on site or the line manager's manager or responding manager) should then advise the Head of Performance Delivery Unit that a police alert has been raised and liaise with the police as necessary.

## 8.4 After the visit

8.4.1 After the visit, staff must immediately contact the nominated home/community visit contact and confirm the visit has concluded and they have safely left the location.

8.4.2 Where confirmation is not received within 10 minutes of the expected end time the nominated contact should:

- Immediately attempt to call the staff member and check all is well.
- If the staff member responds and the visit has been extended the nominated visit contact must update the local itinerary diary and await a confirmatory call for the revised time.

8.4.3 If the staff member fails to answer, **emergency escalation procedures** as outlined below must be initiated:

- The nominated contact must immediately alert the staff member's line manager (or in their absence the senior person site, another SPO or the line manager's manager) of the situation.
- The staff member's line manager (or in their absence the senior person site, another SPO or the line manager's manager) must then make two further attempts to contact the staff member.
- If no response is received, the staff member's line manager (or in their absence the senior person site, another SPO or the line manager's manager) must then immediately contact the police reporting that there is concern about the safety of the staff member, as contact has been lost with them whilst undertaking a home visit and provide the visit details.
- As soon as practical the staff member's line manager (or in their absence the senior person site, another SPO or the line manager's manager) must ensure that the Probation Delivery Unit (PDU) Head and Regional Probation Director are advised if the circumstance of the incident.

## 8.5 Post incident support

8.5.1 Managers must ensure that following any incident where staff experience threats or intimidation during a home/community visit they receive the appropriate support. This may include providing reassurance, de-briefing and/or allowing an immediate short period of time away from the workplace to recover.

8.5.2 For more serious incidents, including where police were involved, the support should include more formal debriefing or arranging access to formal counselling available via the Employee Assistance Provider.



Further guidance and supporting documents can be found in EQuIP:

- ARMS Informed OASys practitioner guidance
- Care experienced / Care Leavers
- Child Sexual Exploitation (CSE)
- Domestic Abuse Policy Framework
- Home Visit
- Learning Lessons: Findings from Serious Further Offences: Home Visits
- Lone Worker Device
- MAPPA Guidance
- National IOM Operational Guidance Final April 2021
- National Standards 2021
- NPS policy statement Safeguarding and Promoting the Welfare of Children
- NPS Position Statement Policy: guidance for the assessment, management and rehabilitation of those who have committed a sexual offence (March 2016)
- Practitioner Guidance - Home Visits v1.0
- Serious Further Offences - 7 Minute Briefing
- What to Observe During Home Visits
- Women convicted of crime – female offender strategy and practice guidance