**HMP High Down**

Public Sector Prisons

London Region

Family & Significant Others Strategy

2025 - 2026

**Governor:**

Emily Martin

**Date:**

January 2025

Easy read summary available in our Visitors Centre.

This document can be made available in other languages upon request.

**Introduction**

Maintaining family relationships is paramount in achieving a reduction in re-offending. HMP High Down is committed to the fostering of good family relationships and the maintenance of existing relationships, in order to aid the resettlement of prisoners. The prison aims to provide a framework that enables positive outcomes and interactions for children and families with a close family member in our custody. The impact of any custodial sentence is not only felt by the prisoner but, also by the family and friends of the prisoner.

**For a long time, prisoners’ families were also referred to as the ‘hidden’ or ‘invisible’ victims of punishment or crime since the hardships they experienced were not immediately obvious.**

Families may include parents, partners, children, grandchildren and in some circumstances very close friends. Children can be any age from infants to older teenagers. The person in custody may have been the sole or primary carer for their children or have little or no contact with their children. They may have been carers for older family members or those with a disability. Prisoners may have grown up in the care system with foster families and foster-siblings. In these cases, a Personal Advisor plays an essential supportive role to the care experienced individual.

We recognise the complex territory of family relationships of those in our care. For many, their family experiences may be negative and traumatic. Some will have been the perpetrators of harm to their families. There is no ‘one size fits all’ approach to supporting prisoners and their families at High Down, as we understand the dynamics for each family may be very different and as such, we try to adopt a flexible approach.

**Lord Farmer Report**

In August 2017, Lord Farmer published a report titled ‘*The Importance of Strengthening Prisoners’ Family Ties to Prevent Re-offending and Reduce Intergenerational Crime’.*

The report made 19 recommendations that put family and significant others at the heart of prison reform. The Government is committed to implementing all recommendations, supporting, and enhancing current provision to improve the relationships between prisoners and their families or significant others. Where relevant at the local level here in High Down, objectives shaped by these recommendations have been outlined.

At High Down the Children and Families Pathway aims to ensure the interests of prisoners and their families are addressed by:

* Helping to maintain family ties, where appropriate
* Providing advice and guidance to families and prisoners
* Developing a family friendly focus in prisons through our Visitors Centre & Tea Bar
* Involving the family in Resettlement decisions when appropriate
* Threading the Children and Families pathway through all Resettlement pathways

**Governance and Management of the pathway**

To ensure that the “family” remains the focus of our work towards the rehabilitation of our prisoners at High Down, the commitments listed below will be monitored through the following channels.

* Family Pathways quarterly meeting
* Reducing Re-offending meeting and related action plan
* Offender Management Unit
* Chaplaincy
* Engagement with Children’s Days and Homework Club
* Performance Measure 2025
* Contract management meetings with Pact
* Key Work – quality checks

**Measuring our success in developing the Children’s and Families Pathway**

* Prisoner Annual Family Needs questionnaire
* Surveys conducted by the prison for prisoners and visitors
* Pact Visitor Surveys
* Monitoring complaints
* Self-Assessment
* HM Inspectorate of Prisons
* Performance Measure Audit
* Measuring the Quality of Prison Life
* Prisoner and Family Feedback
* Consultation & feedback from Prisoner Council and Community Information Orderlies

**High Down’s commitment to prisoner’s children, families & significant others in 2025-2026**

**Communication and Contact**

**Our commitment:**

* **Manage a secure and efficient range of communications services between prisoners and their families and significant others.**
* **Ensure prisoners can maintain regular face-to-face contact with their families.**
* **Ensure that the establishment has responsive communication systems in place for families to support prisoners during times of crisis or where families have concerns.**
* **Ensure our Digital Visits Provision is widely advertised and encouraged.**

**Telephone Calls, Voicemail & PACT Website Access**

Prisoners are able to make phone calls to registered contacts using their in-cell telephone 24-7. Concerned family members can leave voicemail messages, please see Safety section. Friends and family members can send prisoners money to purchase phone credit. Phone credit can be ordered by prisoners on a daily basis via the Digital Kiosk on the house block with credit applied the next working weekday.

The Prison Advice and Care Trust website contains information about services at HMP High Down. <https://www.prisonadvice.org.uk/hmp-high-down>

For Safer Custody Hotline – see below

**Letters and Email**

Email a Prisoner can be instigated by friends and family but not the prisoner. Family & friends can register for an account, pay 40p per email and can pay for a reply from the prisoner.

Ordinary postal mail also operates within HMP High Down. Prisoners are entitled to send one letter per week free of charge, letters are subject to security and safeguarding measures. All prisoners may purchase additional stamps in their weekly canteen or can have these sent in via friends or family.

**Foreign National Prisoners**

We recognise the added complications that foreign national prisoners may face in maintaining contact with their families and significant others outside of the UK, however, this may not always be the case.

Foreign National Offenders who have not received any social visits or made a phone call within the past month may apply via the Digital Kiosks to receive one free 5-minute call per month to support them with the additional cost of making international phone calls.

In-cell telephony enables prisoners to engage in meaningful contact in different time zones.

**Safer Custody**

**Contact**

**Safer Custody Hotline** -The Safer Custody Hotline is an answer phone service (0207 147 6571). Concerned family members can leave a message and are encouraged to leave a contact number so that we can provide feedback where appropriate. The phone is checked regularly between 8am and 4pm weekdays by the Safer Custody Team and outside of these hours, the hotline is monitored by the Orderly Officers and Night Orderly Officers. All calls are logged on our Communications Log and calls received out of hours are noted in the daily briefing sheet. The Safer Custody Team act on messages left and document their actions.

**Our commitment:**

* **Promote phone calls during Induction and prompt access to PIN phones to facilitate family contact.**
* **Encourage and facilitate prisoners to engage with their families during times of distress.**

The first days in custody are crucial for establishing whether prisoners have any immediate needs with regards to families and significant others. The involvement of family and significant others should begin at the earliest point when someone comes into custody. This support helps the individual to cope with the difficult times ahead as they adjust and settle into their time in custody.

**First Night and Induction at HMP High Down**

HMP High Down’s reception and induction package supports the family and significant other ties throughout the process. The Induction process supports anyone who may need help in maintaining family contact and advice and guidance of the resources available. We have PACT Champions (peers) who meet new arrivals to inform them of our family provision.

**Visits**

**Our commitment:**

* **Ensure prisoners can maintain regular face-to-face contact with their families.**
* **Provide an environment that allows this contact to be meaningful for both the prisoner and their family member (i.e. sufficient time allowed, the physical space is comfortable, the structure and activities are appropriate).**
* **Ensure Care Leavers access the appropriate support available to them.**
* **Support prisoners and visitors with a neurodiverse need to ensure they have a positive visits experience**

HMP High Down facilitates face-to-face contact between prisoners and their families and significant others in a number of different ways:

**Social Visits**

We manage a safe, decent and comfortable visiting environment that enables positive communication and quality opportunities for offenders in our care to build and maintain positive relationships and strong family ties.

We offer 6 social visits sessions per week, across 4 days. Visits take place in the main visit’s hall in morning and afternoon slots of up to 1.5 hours.

Assisted Prison Visits Scheme (APV) is advertised in the Visits Centre and on our website.

HMIP commented the following in August 2023: -

***“***The visits hall had been refurbished and was now bright, welcoming and child friendly. Family members we spoke to were very positive about the visits experience.”

The Annual Independent Monitoring Board Report at High Down for 2023 states: -

*“There have been positive improvements in the provision of visits and encouraging family contact. The introduction of coffee mornings for prisoners who receive no social visits is welcomed by the Board”*

**Digital Visits**

Digital Visits video calling is available at High Down. Sessions run alongside our social visits during the week using a laptop in the main visits hall. We have plans to introduce weekend afternoon digital visit calls from March 2025. To access this, families create an account on the Prison Video application and add the prisoner to their contact list. This then allows the prisoner to request a call.

**Family Days/Children’s Visits**

HMP High Down plan Family Days/Children’s visits at least 10 times a year during the school holidays to minimise impact on attendance to school. Partners are also invited to make it a whole family day. The Community Living Unit offer their own family days throughout the year for prisoners serving a life sentence.

HMIP commented the following in August 2023:-

## “Staff did not wear prison officer uniforms during family days, and we observed a relaxed atmosphere with both prisoners and their families enjoying themselves.”

**Accumulated Visits**

For prisoners who are not local to the London area, we try to facilitate accumulated visits at prisons closer to their home on a case-by-case basis in exceptional circumstances.

 **Closed Visits/ Banned Visitors**

We may, in exceptional circumstances, place prisoners on closed visits or ban a visitor from HMP High Down. We only do this when credible attempts have been made to traffic illegal items into the prison via visits or when visitors have become unacceptably violent or abusive during their visit to the prison. If these measures are put in place the reasons and route of appeal are communicated to both the prisoner and their visitor. Closed visits arrangements are used infrequently and are subject to a minimum of a monthly review.

When action of this nature is likely to have an impact on child contact (i.e. a family member who normally brings the child to visit) we will explore other ways of mitigating the risks in order to facilitate that important contact. Each case is considered individually and reviewed monthly by the Head of Security. Prisoners can apply for a compassionate review should it affect their visits with their children and the Head of Security will consider each incident on a case by case basis.

**Visitors Centre & Pact -** <https://www.prisonadvice.org.uk/hmp-high-down>

The Visitors Centre at HMP High Down is run by the children’s charity Pact, who offer information, support and guidance to those visiting a prisoner.

Facilities include:

* Information and support regarding visiting procedures and booking visits
* Digital Information Station for visitors to access support
* Information and advice about life in prison
* Refreshment facilities
* Lockers
* A children’s play area
* Toilets and baby changing facilities

Visiting a family member or significant other may be a difficult and emotional experience. The Visitors Centre plays a crucial role in supporting visitors and engaging with their individual needs, aiming to make the visiting experience positive for all.

We are committed to maintaining this high standard and take all feedback seriously, regularly engaging with visitors in feedback forums/surveys to ensure that we understand their perception of the visits experience and work to better meet their needs.

**Family Engagement Worker (Pact)**

A Family Engagement Worker is employed 3 days per week to help prisoners who wish to discuss family issues – these vary from visits, to helping a family member locate a prisoner’s missing property, to prisoners having lost contact with their family members and their children. The aim is to help strengthen and maintain relationships and re-connect broken relationships. The Family Engagement Worker can act as the link between the prisoner and Social Services, acting as a point of contact for child protection and child welfare issues. Referrals can be made by all prisoners and staff to this service.

**Isolating Individuals**

We have an Isolating Individuals Policy to ensure that prisoners receive the necessary support and monitoring house block staff can refer individuals to the Safety Team or Safety Intervention Meeting if they have concerns about their wellbeing and/or participation with the regime. They are allocated a Case Manager for regular contact to address their needs. This will include contact with families where appropriate and in agreement with the prisoner.

**Prisoners not receiving visits.**

We are aware that not all prisoners receive regular visits. As part of our Family Pathways meeting, we look to identify individuals who haven’t received a visit regularly to offer support.

The key worker role is vital in encouraging prisoners to maintain family ties and we have created a leaflet for our key workers to help tailor discussions around families and support.

Our work in this area was identified as Notable Positive Practice by HMIP. They commented the following in August 2023: -

“Those who did not receive any social visits or video calls were monitored well. They received support through, for example, regular coffee mornings in the visit’s hall, where they could meet and chat to each other.”

**Chaplaincy**

Chaplaincy department offers support to prisoners and their families during visits, if required. In exceptional circumstances it may be possible for these compassionate visits to take place in the chapel. Chaplaincy supports prisoners in maintaining good family ties and prisoners can request the presence of a chaplain during a visit.

Where a prisoner has a difficult visit, receives distressing news from visitors or otherwise seems upset, the chaplaincy department can also provide follow up support on request after the prisoner has returned to the houseblocks. Chaplaincy may be able to arrange a compassionate visit outside the prison for a dying relative and/or funeral dependent on relevant checks and staff resources.

Prisoners may receive visits from a leader of their home church or faith community in the chapel, and Chaplaincy can also arrange for them to meet someone from a faith community they hope to join on release.

The chaplaincy oversees the Official Prison Visitor (OPV) scheme. Any prisoner who does not have someone to visit may request an OPV volunteer who will visit them regularly. OPV respects all people as individuals, and their volunteers are not aligned with any particular faith or religion. Prisoners who wish to receive an OPV visit can send an application to the chaplaincy department.

**Our Commitment**

* To continue to arrange Family/Children’s Days, developing the events to meet the needs of the families involved.
* To continue to work with Pact & High Down Visits Managers to enhance the visits experience for prisoners, children, and families.
* To support the Chaplaincy to engage with those of faith prior to release, to support the forming of positive links back into their local community.

**National Probation Service and Offender Management Unit**

HMP High Down recognize that Public Protection is one of the core functions of HMPPS and the wider Ministry of Justice. Public Protection is at the forefront of all that we do and is the responsibility of all staff regardless of grade or position.

The National Probation Service (NPS) and Offender Management Unit (OMU) cultivate a collaborative, prison wide approach to public protection. The Interdepartmental Risk Management Team (IRMT) looks at individual prisoner’s risks monthly. This approach is built on clear communication between all departments of the establishment as well as with partner agencies.

This approach enables a prisoner’s risk to be identified. Often this risk will be to children or named adults. Those who pose the most risk will be managed through the MAPPA process.

Safeguarding of children is our top priority and depending on the level of risk a prisoner poses to children, will determine the level of contact they can have with children whilst at High Down. The management of these restrictions can involve mail and telephone PIN monitoring and monitoring of contact with children during visits.

The levels of contact a prisoner at risk to children can have is detailed below:

|  |
| --- |
| **Levels of Restrictions for Child Contact** |
| Level One | Full restrictions apply. No contact with any child permitted. All correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed. |
| Level Two | Contact permitted with named child only via written correspondence. All correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed.  |
| Level Three | Contact permitted with named child only via written correspondence and telephone calls. Correspondence and telephone calls may be monitored subject to a risk assessment being carried out and regularly reviewed. |
| Level Four | No restrictions necessary, contact permitted with named child only via correspondence, telephone calls and visits. The prisoner may be allowed access to family visits with the permission of the Governing Governor following a further, individual risk assessment.  Routine monitoring of correspondence, telephone calls, general observations in the visits area. This level of contact applies only to those children that the prisoner has permission to have contact with. All other children will be subject to Level One restrictions.      |
| PPRC Child Contact: Social Video Calls | Prisons can now approve social video calls in conjunction with Level 2 and Level 3 contact or as a separate contact arrangement to reflect cases where the multi-agency assessment concludes that the prisoner can have contact with the named child via social video calls but not face to face visits. |

**Our Commitment**

* To take a proactive and investigative approach to public protection to ensure we identify family members at risk at the earliest opportunity and have robust systems in place to ensure those at risk are appropriately safeguarded.
* To complete an annual prisoner needs analysis with a section included on Children and Families’ needs. This will also include identifying those with neurodiverse needs.
* Increase the frequency of Safeguarding training.
* Raise awareness across all staff surrounding child protection and an understanding of those with neurodiverse needs.
* Continue to follow the Local Operating Procedure from the guidelines of HMPPS Child Safeguarding Policy Framework which sets out how we will deliver on our statutory responsibility to safeguard children.

**Care Leavers**

**Who are the Care Leavers in our Prison?**

* A care leaver is someone who has spent time in the care of the local authority.
* A care leaver’s eligibility for services from the local authority depends on factors such as their age and the duration and timing of that care.
* If they no longer qualify for the services from their local authority, we consider them as ‘care experienced’ as we need to continue to recognise that this period of their lives could still impact on them both in a positive or negative way
* These terms should not be confused with ‘looked after children’ who are children in the Youth Custody Service establishments who are still in the care of local authorities or in some cases held on remand

**When a care leaver is in custody we should:**

* Identify them at the earliest opportunity
* Ensure they are allocated to a Key Worker and once sentenced, a Prison Offender Manager.
* Invite them to attend the Care Experienced Monthly Social Group

**Personal Advisors (PA)**

* Eligible care leavers, up to their 21st birthday, will have a personal advisor from the local authority who were responsible for them when they were in care. The support of a personal advisor is available for those who would find it of benefit it until their 25th birthday.
* Personal advisors take on the role of ‘corporate parents.’ Simply, this means that they should carry out as many of the roles of a parent that they can.
* They cannot do this alone, and we need to work with local authorities to support them in this role.
* Personal advisors offer support by maintaining contact, financial support, assistance with looking for accommodation
* Personal advisors also prepare a pathway plan
* There is a requirement for them to visit their care leaver whilst in custody every eight weeks

**Visits to Care Leavers**

* The Personal Advisor is required to visit every 8 weeks
* Care leavers may not have visits from family members for a number of reasons; they may not have anyone other than their Personal Advisor visit.
* Because of this care leavers may be socially isolated and subjected to victimisation, and we should offer support to them
* Care leavers may be trying to re-establish relationships with parent, birth family or siblings and as such they may going through a range of emotions – we should be aware they can be vulnerable during this period

**When a care leaver is in custody we:**

* Ensure that we know about the visits from Personal Advisors and that the prisoner knows it is his Personal Advisor that is visiting, otherwise they may not attend.
* Offer the opportunity for Personal Advisors to meet their care leavers on a social visit; it provides a more relaxed setting and enables the care leaver to have refreshments.
* Consider a joint visit with the Personal Advisor and the Prison Offender Manager (or Key Worker) to discuss sentence / pathway plan or for release planning.
* Recognise that sometimes the Personal Advisor may be the only person who can bring the care leaver’s younger siblings to visit. We should consider possible sensitivities around this meeting, for example if it is the first time they have met for some time, or if their sibling is being adopted.
* Be flexible in our approach and offer a range of options depending on the circumstances; the Personal Advisor may need to visit in a different capacity at different times.
* Consider how volunteer schemes can be used to provide visitors to those who don’t have them.

**Our Commitment:**

* Obtain and record the personal advisors’ details on NOMIS.
* Upskills staff across all grades to better understand the needs of Care Leavers and the support available to them.
* Identify those Care Leavers who have a neurodiverse need and ensure they are supported.
* Introduce dedicated keyworkers for Care Leavers who are trained in the specific needs of this vulnerable group and understand the support available to Care Leavers, including understanding the role of a Personal Advisor.
* Develop relationships with personal advisors to help support and manage care leavers through custody and prepare them for release. Prison Offender Managers and key workers are key to this relationship.
* Recognise that the Personal Advisor also has the role of ‘parent’; they may have known the person for a long time and may be a source of support and information
* Remember to include the Personal Advisor when family members are invited to be involved in prison activities for example ACCT reviews, post programme reviews, celebration events.

Our work in this area was identified as Notable Positive Practice by HMIP. They commented the following in August 2023: -

“Prisoners who had been in the care of a local authority as a child received especially good support. This included having a dedicated key worker and access to a Well-Being Centre where they could relax, play games and receive support from peer workers, all of whom had been in the care system themselves. Prisoners from the community living unit also offered them cookery lessons.”

**Development Aims: 2025-2026**

* Review the Prison Education Framework specification & Dynamic Purchasing System to include a family learning pathway – Learning & Skills Manager & Head of ESW and explore other charity providers
* The Family Pathways Meeting will discuss Care Leavers and their needs
* Work with the Local Authority and PACT on expanding our family syllabus
* Effectively spend the Innovations Grant funding of £13.5k
* Continue to provide staff, particularly POMs and key workers with awareness relating to Care Leavers in Custody and in the importance of family
* HMPPS to join Pact staff on running focus groups with families and prisoners and provide appropriate support
* Monitor progress within HMIP action plan – Head of Reducing Reoffending
* Minutes of Pact contract meetings to be taken and distributed to all relevant stakeholders
* Record evidence that the family view is considered when planning for release
* Child safeguarding training must take place regularly for all staff
* Hold a Family Feedback Forum in the Visitors Centre to allow families and friends to provide feedback on the service. To be attended by relevant Heads of Function including Head of Operations, Head of Security, Head of Reducing Reoffending and Head of Safety.
* Feedback to Prisoners on progress of our aims via Focus Groups & High Down Low Down & Kiosk.
* Feedback to Families via Focus Groups & Updates in the Visits Centre & Hall
* Enhance our family provision for Prisoners convicted of sexual offences
* Increased awareness of visit services to those who are neurodivergent

**EMERGENCY CONTACT**

**If you are concerned that there is an imminent risk of danger to an individual and you wish to speak to a staff member to raise this concern, please call the switchboard:**

**020 7147 6300**

**The staff member answering the phone will not be able to discuss the individual with you, but they will immediately pass your concern onto a senior member of staff for action. We aim to address any issues raised in this way immediately and will let you know what the outcome is should you leave your contact details.**

**If you are concerned about the safety or wellbeing of any prisoner at High Down but there is no immediate threat or danger you can call:**

**020 7147 6571**

**and leave a message for our Safer Custody Team**

**or you can email our Family Team inbox:**

**familyties.highdown@justice.gov.uk**

**or you complete a Safer Custody Contact Form online:**

[**www.prisonersfamilies.org/hmp-high-down**](http://www.prisonersfamilies.org/hmp-high-down)

**KEY CONTACTS:-**

**Julie Evans – Head of Reducing Re-offending & Family Lead**

**CM Jeffrey Garrett – Family Champion & Custodial Manager of Visits**

**Functional Mailbox;** **Familyties.highdown@justice.gov.uk**

**ANNEX A**

**Available Information and support services available for children, families and professionals working with them.**

* Action for Prisoners’ Families www.prisonersfamilies.org.uk – Action for Prisoners’ Families, works for the benefit of prisoners' and offenders' families by representing the views of families and those who work with them.
* Get help with the cost of prison visits [**www.gov.uk/help-with-prison-visits**](http://www.gov.uk/help-with-prison-visits)

Criteria applies.

AFFECT – AFFECT provides services for the families of serious offenders and offers support groups to families in the south of England. [www.affect.org.uk](http://www.affect.org.uk)

*[https://www.becomecharity.org.uk/](https://www.becomecharity.org.uk/%20)*  Become- a charity for children in care and young care leavers

* Inside Time – www.insidetime.org.uk – this website gives visiting and other advice
* Pact (Prison Advice and Care Trust) – www.prisonadvice.org.uk provides

Useful information on visiting and how visitors’ centers can help families.

* Prisoners’ Family Voices is a web-based community which gives family members the opportunity to talk to each other.

http://prisonersfamiliesvoices.blogspot.com

* Offenders’ Families Helpline 0808 808 2003

info@prisonersfamilieshelpline.org.uk www.prisonersfamilieshelpline.org.uk

* Prisoners’ Families and Friends Service 0808 808 3444 info@pffs.org.uk

[www.pffs.org.uk](http://www.pffs.org.uk)

* I HOP ( Barnado’s ) https://www.**i-hop**.org.uk

I-HOP is a one-stop information and advice service to support all professionals working with children and families of prisoners and all families of prisoners, bringing together useful information under one umbrella.

**HMP: High Down**

**FaSO Lead Job Description**



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| A member of the SLT should take on the lead on supporting the FaSO provision |
| 1. Being the single point of contact for and oversight of the establishments Family offer:
* Contact details listed on the FaSO strategy
* Contact details listed on the Gov.UK/HighDown page
* Advertised as the FaSO Lead throughout the establishment
* Regular communication with Family Champion
1. Ensuring the establishments Family and Significant Others strategy is fit for purpose:
* Keep the Strategy up to date
* Share the Strategy with key stakeholders
* Publish the Strategy on the NICCO website
1. Being the local lead for completion of the Family and Significant Others performance measure:
* Communicate the measures to relevant stakeholders
* Complete the Family Measures scoring booklet
1. Contract management for Family Service Providers
* Attend contract meetings & monitor service delivery
1. Understanding of neurodiversity and how this can impact visits and family contact
* Work closely with our Neurodiverse lead
* Ensure support is available for those with a neurodiverse need
 |

**HMP: High Down**

**FaSO Champion Job Description**



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| A manager at CM level should act as FaSO Champion |
| 1. Visits process:
* Creating safe systems of work risk assessments for the whole visits process ensuring security baselines are adhered to
* Overall improved cleanliness of the visits area
* Meeting with Band 4s to set out your expectations of them and set them targets towards decency and the improved running of visits
* Meeting with PACT to ensure the smooth process of visitors through visits centre
1. Family Visits:
* The full training of all the Enhanced Gate Osg’s
* Setting the standards of Enhanced Gate security
* Ensuring visitor dress codes are maintained
1. S.O. Management
* Management of F78’s
* Identifying Spoc’s on all units for Security
* Attendance at Security committee meeting
* AFC’s improving and the quality on all units
* Taking the lead in getting Residential ready for the security audit
* Ensuring tool accountability on all unit
* Orderlies job compact in place, and challenging standards
1. Assurance checks for visits
* Monthly Assurance report
* ACCT Checks and evidence of QA
* Audit Trails
* Cleaning Schedules
* Domestic Smoke Detector Checks
* Population Management meeting
* IEP ensure use of Bronze is appropriate
* Dip testing some of the recorded regime to ensure this is what we have offered
* Well-being checks on the unit
* Critical friend, Jan, Feb and then Quarterly moving forward.
1. Family Pathways Quarterly meeting
* Organise the Family Pathways meeting inviting key stakeholders
* Ensure actions from the Family Pathways meeting are distributed and completed
* Prepare the presentation for the Family Pathways meeting
1. Oversight of PACT Champions
* Support the Family Engagement Worker and PACT to manage the PACT Champions
1. Supporting those who don’t receive social or digital visits
* Keep the database for those who don’t get visits up to date
* Arrange regular coffee mornings for those who do not have social or digital visits
* Ensure those who do not have regular social or digital visits are aware of what support there is
1. Child Safeguarding
* Ensure staff are fully aware of safeguarding measures including monitoring of person posing a risk to children (level 4 contact)
1. Understanding of neurodiversity and how this can impact visits and family contact
* Work closely with our Neurodiverse lead
* Ensure support is available for those with a neurodiverse need
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**Family Events Calendar 2025 – Dates to be agreed**

|  |  |
| --- | --- |
| **February** |  |
|  | Tuesday 18th Horizon GraduationWednesday 19th Sycamore Tree Graduation |
| **March** |  |
|  | Wednesday 5th TSP GraduationMonday 24th Adults Day |
| **April** |  |
|  | Wednesday 9th Parenting Programme GraduationThursday 10th & Friday 11th Family Day  |
| **May** |  |
|  | Wednesday 29th Parenting Programme GraduationThursday 29th Family Day |
| **June** |  |
|  | Wednesday 4th Sycamore Tree Graduation |
| **August** |  |
|  | Thursday 14th and Friday 15th Family Day |
| **October** |  |
|  | Wednesday 22nd Sycamore Tree GraduationWednesday 29th Parenting Programme GraduationFriday 31st Family Day |
| **November** |  |
|  | Monday 17th Adults Day |
| **December** |  |
|  | Monday 22nd Family Day |