



HM Prison &
Probation Service



HMP/YOI Pentonville

Families and Significant Others

Owner: Governor Simon Drysdale

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Introduction

This strategy is intended to support meaningful and constructive relationships between prisoners and their families or significant others. It has been written in response to the growing recognition that these relationships can encourage positive behaviour whilst in prison as well as providing an important support network to individuals in custody. Evidence from the Ministry of Justice found that *'for a prisoner who receives visits from a family member the odds of reoffending are 39% lower than for those who do not'*.

Regular and good quality contact with significant others provides an incentive not to reoffend, as well as helping prisoners arrange accommodation and employment upon release. Families must therefore be seen as a valuable resource to harness as part of HMPPS's mission to create a more rehabilitative culture in prison.

Developing and maintaining strong relationships is particularly important given that HMP/YOI Pentonville is a remand prison with a diverse population. The experience of individuals within local prisons is more likely to be one of recent separation and disruption to family ties, coupled with uncertainty and insecurity about the future. Contact with an external support network is therefore particularly important during this heightened time of instability.

Following publication of the Farmer Review (2017), all prisons in England and Wales were tasked to develop a Families and Significant Others Strategy that is applicable to their own establishment, and which clearly identifies what is being done by the prison to promote family and other relational ties. Lord Farmer identified that the importance of family to a prisoner's rehabilitation has been overlooked by both literature and prison policy. The strategy therefore intends to promote family and significant other contact as a rehabilitation activity, given equal consideration as education and employment. Findings from the review found that strong family ties are linked to a more settled population and reduced reoffending rates. This strategy will respond directly to recommendations made in the review as well as from research in other areas.

Consideration will also be given to concerns raised in the most recent HMIP inspection of Pentonville in relation to family pathways as well as clear information about what is being done to

address these concerns. An action plan will be presented at the end of the strategy outlining what actions are to be taken and who is responsible for them, as well as a time frame on completion.



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Strategy Aims

HMP/YOI Pentonville will provide facilities and support to develop and maintain positive relationships between prisoners, families and their significant others.

In order to achieve this Pentonville will / has:

- Appointed a family lead (Head of operations – David Barton) who oversees the overall strategy. This role is closely coordinated with the head of chaplaincy, who works closely with families and significant others (FaSO) to maintain positive and professional relationships with prisoners and other stakeholders.
- Has identified and appointed a FaSO champion who is the Supervising Officer of visits (Stella Amenu).
- Respond directly to recommendations and suggestions made in the HMIP and IMB inspections, as well as research on family pathways in prison, namely the Farmer's Review.
- Ensure that prisoners are able to have regular and positive contact with their families through a range of methods including phone, email and visits (face to face and virtual).
- Ensure that the specific needs of care leavers are addressed, and steps are taken to identify prisoners who do not have regular contact with significant others (e.g. foreign nationals), and staff are aware how to signpost these individuals to the alternative support services available.
- Ensure that contact is safe and appropriate for all concerned and special attention is given to the needs of children visiting.
- Ensure a 'gateway' communications system is developed so that families or significant others are able to contact the prison 24/7 and raise any concerns they have over an individual.
- Ensure that family contact is viewed as a right and not a privilege.
- Ensure that the family strategy is part of a whole prison (operational and non-operational) approach in which all departments work towards, and understand, the importance of supporting contact between prisoners, family members and significant others.





The role of the Family Lead includes:

The family lead holds a senior role within HMP Pentonville, responsible for overseeing the development, implementation, and coordination of strategies aimed at promoting positive relationships between prisoners and their families or significant others.

The Family Lead collaborates closely with the family champion and other departments, stakeholders, and external agencies to ensure the provision of comprehensive support services that facilitate family engagement and contribute to the rehabilitation of prisoners.

Th key responsibilities includes:

- Develop and lead the implementation of the FASO strategy within Pentonville that aligns with the goals of rehabilitation and a family friendly environment.
- Provide strategic direction and guidance to staff members and relevant stakeholders regarding initiatives aimed at enhancing family ties and support networks for prisoners.
- Keep abreast with relevant legislation, policies, and best practices pertaining to family engagement within the prison system.
- Ensure compliance with regulatory requirements and standards, incorporating feedback from inspections and reviews to continuously improve family support services.
- Build and maintain positive and professional relationships with stakeholders and external agencies in supporting prisoners and their families.
- Foster collaborative approach to family engagement, facilitating communication and corporation among all stakeholders.
- Monitor and evaluate the effectiveness of resources allocation, adjusting as necessary to optimise outcomes and meet strategic objectives.
- Provide training and developing opportunities for staff members involved in family engagement, ensuring that they have the key knowledge and skills necessary to support prisoners and their families effectively.
- Promote a culture of continuous learning and improvement ensuring staff stay updated on best practice.
- Collect and analyse data on family contact, satisfaction levels and outcomes, using findings to reform decision-making and drive improvements.

The role of the Family champion includes but not limited to the following:

- Implements and oversee the execution of the families and significant others strategy within HMP Pentonville.
- Collaborate with the Family lead and other relevant stakeholders to develop and refine strategies that promotes positive family engagement and support.
- Ensure adherence to recommendations and suggestions outlined in HMIP and IMB inspections, as well as pertinent research, such as the Farmer's Review, regarding family pathways in prison.
- Stay updated on relevant policies and guidelines related to family and contact and engagement within the prison system.
- Coordinate with other departments to ensure prisoners have regular and positive contact with their families through various channels, including phone, email, face to face visits, and virtual visits.

- Address the specific needs of care leavers and identify prisoners lacking regular contact with significant others, providing appropriate support and signposting to alternative services.
- Ensure that all family contact is safe and appropriate for both prisoners and their families, with special attention given to the needs of visiting children.
- Develop and maintain a gateway communications system enabling families or significant others to raise concerns about individuals at any time.
- Advocate for the recognition of family contact as a fundamental right for prisoners, rather than a privilege.
- Ensure staff understands the importance of supporting contact between prisoners, family members, and significant others, integrating family strategy into the overall prison approach.
- Work collaboratively with the family lead, custodial managers, and relevant departments to ensure seamless implementation of family engagement initiatives.
- Communicate effectively with families, prisoners, and staff, providing information and support regarding family contact procedures and resources.

Communication and Contact

Pentonville's Commitment:

To provide prisoners with regular and positive contact with their families through a variety of methods where IEP status is not taken into consideration.

HMP Pentonville is committed to ensuring that families, significant others, and members of the public have clear, reliable, and accessible routes to raise concerns regarding the safety and wellbeing of those in custody. The establishment recognises that effective communication between the prison, prisoners, and their families forms a crucial element of our safeguarding responsibilities and contributes significantly to early identification of risk, the maintenance of meaningful relationships, and the overall safety of the prison.

To support this commitment, Pentonville maintains a well-defined emergency telephone contact procedure that is prominently advertised and routinely tested to ensure reliability. Families who have immediate concerns regarding a prisoner's safety are encouraged to contact the Safer Custody Hotline on **020 7023 7341**, which provides a direct route for raising urgent issues. Where a family member believes that a prisoner may be at immediate risk of harm, they are instructed to telephone the main switchboard on **020 7023 7000**, request to speak with the Orderly Officer, and make clear that their concern is an emergency requiring immediate attention. These procedures are designed to ensure that urgent concerns are escalated without delay and receive the appropriate response from operational staff.



In addition to emergency routes, the establishment provides a 24 hour online safer custody form known as **Help Bot**, which enables families to raise nonemergency concerns at any time. This digital portal is prominently advertised and serves as a confidential avenue for submitting welfare queries or highlighting emerging concerns that do not require immediate intervention. Submissions received through this system are directed straight to the Safer Custody functional mailbox, which is monitored daily to ensure timely review and response.

All contact from families is logged consistently to maintain a transparent and auditable record. The Safer Custody Hotline log is updated each day by designated Safety Administration staff or a responsible officer. Every call received is recorded, and where safeguarding concerns arise, these are escalated and discussed at the weekly Safety Intervention Meeting (SIM). This ensures that all relevant information is shared with operational decisionmakers and informs broader safety practice across the establishment. The recording of contacts also supports trend analysis, enables identification of repeat concerns, and assists Pentonville in strengthening its early intervention approach.

Pentonville is committed to maintaining communication loops with callers. Where appropriate, Safety Administration staff or hotline officers provide follow-up contact to reassure families that their concerns have been received, actioned, or escalated to the relevant department. This feedback mechanism reinforces transparency and supports our aim to maintain constructive and trust-based relationships with families.

Nonurgent concerns from families and significant others are also accommodated through the online safer custody contact form, which provides an efficient route for concerns to reach the appropriate staff without relying on emergency lines. These concerns are reviewed daily, ensuring timely action while allowing Safer Custody resources to be directed appropriately.

Through these multiple communication pathways—emergency hotline, online portals, transparent logging systems, and structured feedback processes—Pentonville demonstrates its commitment to supporting families, safeguarding prisoners, and maintaining high standards of responsiveness, accountability, and care.

Social Visits

At HMP/YOI Pentonville we understand the importance of social visits to a prisoner's wellbeing and the likelihood of them reoffending. Social visits establish the responsibility that a prisoner has to their families as well as allowing them seek support from individuals close to them. We therefore strive to continually find ways to improve the service we offer, and address concerns raised by staff, prisoners or external agencies on the overall visitor experience.

Visits occur daily, running afternoons, weekdays and weekends with a total of 13 sessions provided during the course of each week. Families seeking a visit with their relative make bookings via a telephone booking line. Visits are allocated on a first-come, first-served basis.

The most popular times for visits are afternoons and weekends. Weekend visits also have the highest number of children attending.

All visitors coming into HMP/YOI Pentonville will be the subject of a search under the Local Security Strategy. This process can be daunting for both adults and children and, therefore, every effort from the searching staff is made to reassure visitors in a friendly and professional manner. Despite the circumstances that their family and / or friend has found themselves in, visitors will be treated with decency and respect at all times. It is vital that children do not feel scared and apprehensive about this process and therefore staff will aim to provide a friendly atmosphere. All searching process will adhere to the needs to each individual including any searching of religious articles, religious beliefs and disability concerns.

Within the hall is a small snack bar that offers food and drinks to all visitors. Visitors are able to purchase food from the snack bar to take to their table. Trusted prisoners assist in the tea bar to make the process as efficient as possible.

Assisted prison visits

Individuals who have difficulty getting to the establishment may apply to financial support through the assisted prison visits scheme. Staff across departments have been made aware of the scheme and know how to signpost prisoners and families to it.

Family Days and Extended visits

HMP/YOI Pentonville regularly hosts family days approximately every six weeks which provides a more informal setting for visits to take place. The family day provision was praised by the most recent HMIP inspections, and we are pleased to announce that we will continue to offer this service.

Phones

Prisoners are currently able to access phones in their cells to make calls to approved numbers at any time.

Letters and Emails

Writing and receiving letters remains an important method of communication. We strive to ensure that letters are distributed in a timely manner and that prisoners are provided with the equipment that they require to send letters to their relatives and friends outside.

Additional support is available for individuals who struggle with literacy and therefore need support writing or reading post. Prisoners struggling with literacy are encouraged to consult with their Key Worker or seek support from the insider prisoners or Shannon Trust Peer support scheme.



Visits Centre and Visitor Experience

The visits centre at HMP/YOI Pentonville is run by children's charity PACT, whose staff offer information and guidance to visitors to the prison.

Facilities in the centre include

- Posters advertising the support services available in the prison.
- Information and advice about life at HMP/YOI Pentonville (regime timings, entitlements).
- Promotion of upcoming events such as family days.
- You asked we did posters are across the visitor's centre, highlighting the changes made.

The HMIP report raised concerns about the visits experience and the accessibility to families, the highlighted the following:

- The Visits Centre and Visits Hall was deemed shabby and inadequate.
- The overall visits experience was not particularly welcoming or positive.
- The Visits Café was poorly provisioned.

What we are doing...

- A well provisioned children's play area has been created in the visits centre and work is underway to ensure the space is secure enough to be used regularly.
- The visits hall has been refurbished. This is equipped with modern age-related games such as PlayStation, sofas, and paintings and enhances visitors' and family experience. Work continues to maximise the areas usage.
- Staff wear their own clothes during "family days" to create a warm and family-friendly atmosphere.
- After consultation with the prisoner council, the menu in the visit's café is being reviewed to offer healthier options for children and families.
- Enhanced programme of visitor surveys and focus groups will be implemented with prisoners and visitors to provide feedback on the visitor experience.
- After survey feedback. Longer 2-hour visits will be available on Saturdays and Sundays.

1. Closed Visits and Banned Visitors

Our commitment...

- Closed visits or visitor bans are used sparingly and only in severe cases.
- The cases are reviewed regularly and consider the importance of having regular and positive contact with visitors.

Applying a visit ban for a period of closed visits may be imposed as an administrative measure if an individual has been found to traffic unauthorised items into the prison through visits or if they have severely breached the behaviour code of conduct during the visit. In such an instance, the decision will be conveyed to the prisoner in person, and the appeals process will be properly explained. The ban/period of closed visits will be reviewed at a minimum of every month and will only be upheld only if the security threat remains severe.

The most recent HMIP inspection acknowledged that HMP/YOI Pentonville makes appropriate use of the closed and banned visits policy and only places individuals on such measures when there is specific evidence that they have violated the rules of the visits hall.

2. ACCT process and 'Gateway Communications System'

Prisoners that are of risk of self-harm or suicide are subject to the Assessment, Care in Custody and Teamwork (ACCT) process. This ensures that the individual receives the care and support that they require to get through a period of crisis. When an ACCT is opened, with permission from the prisoner, families will be contacted to inform them of this.

Lord Farmer identified that each prison should have a clear, auditable and responsive communication system for families and significant others; a dedicated phone that is listened to and acted upon. This line would give family and friends a contact point when concerns arise about their significant others in custody. Lord Farmer emphasises the importance of having a record of each call which is easily accessible and which details what action was taken as a result.

What we are doing...

- The current provision of the dedicated Safer Custody Hotline is being reviewed. This hotline allows families to contact the prison 24/7 with immediate concerns they have and to be put in contact with an individual from the prison if appropriate. Staff record the details of the call on an electronic log and note what actions were taken.
- Safer Custody are reviewing the ACCT process to put greater emphasis on including family members in ACCT reviews.

3. Early Days in Custody

First Night Centre

Research identifies that in the first few nights in custody prisoners are particularly vulnerable and the risk of suicide is high during this time. They are likely to have concerns about family members and worries about what will happen to them whilst they are in prison.

Family and significant others can be a protective factor during these early days and therefore first night's procedures need to ensure that prisoners identify family and significant others upon arrival.

New arrivals at Pentonville spend their first few days in the First Night Centre. Before they arrive at the centre they will be screened by a nurse at reception, given an induction package by prisoner orderlies, issued a telephone pin and offered a two-minute phone call to let their family or significant others know that they have arrived (this call is subject to public protection arrangements).

New arrivals into the prison are entitled to a visit which is managed by our internal booking system. This is usually done within 72 hours of arriving in custody (excluding transferred prisoners). This reception visit is designed to help individuals settle in their early days of custody as this can be a particular period of heightened period of vulnerability.

Safer Custody

All new inductions will be interviewed by a member of reception staff who will identify specific concerns that a prisoner may have. If they are identified as being particularly vulnerable, they are referred to the Safer Custody Department who assign a member of staff to perform a welfare check either immediately (if possible) or the following day. This check will establish special provisions that the prisoner may need and make referrals to the relevant service provider (e.g. social services).

What we are doing...

- In conjunction with the Samaritans, Safer Custody is responsible for managing the Listeners scheme where prisoners are trained by the Samaritans to talk through concerns with other prisoners. Plans are in place to ensure that listeners are regularly made available at reception to support new arrivals.

Care Leavers and Foreign Nationals

Our commitment

- To identify individuals who have been in the care system or have limited contact with family or significant others at the earliest opportunity and offer alternative support services in custody and in the community.

Care Leavers are a significantly overrepresented group across the prison population. The Care Leavers' Association (CLA, 2013) highlighted numerous factors commonly affecting those with care experience such as poor emotional wellbeing and mental health, underdeveloped social skills and difficulties in establishing trust or forming relationships. These factors can increase the risk of reoffending. It is therefore crucial to identify individuals who have been in care and work closely with local authorities to provide support for them.

The Chaplaincy provides support for all prisoners regardless of faith and seeks to engage those who are isolated. This includes offering support as well helping to organise visitors through the Official Prison Visitors Scheme.

The Safer Custody & Equality Team at HMP/YOI Pentonville is committed to providing equality of treatment and opportunity for Foreign National prisoners by addressing their specific needs. Upon arrival foreign nationals are encouraged to put an application into the Safer Custody and Equality department if they require assistance in:

- Understanding the prison regime.
- Language difficulties/translation.
- Communication with the outside world involving telephone calls and visits.
- Legal services and advice.

What we are doing.

- The Key Worker scheme has been fully rolled out and staff are encouraged to use these sessions to identify those with limited contact with the outside.
- Two care leaver champions have been identified who will work as a point of contact for concerns specific to care leavers and who will organise forums to support and identify common issues that can be addressed for care leavers.
- Monthly figures will be published by the Head of Reducing Reoffending, identifying prisoners who have been in care.
- Adopting a cross-prison approach to implement the requirements of the HMPPS Strategy for Care Experienced People.



4. Family Learning

Our commitment:

- To facilitate family involvement in rehabilitative interventions

What we are doing...

In line with recommendations made in the Farmer Review, which emphasised the importance of involving family members in a prisoner's rehabilitation, Pentonville is working closely with Phoenix Futures to organise sessions in which family members are invited into the prison to attend the drug rehabilitation session and take an active role in the programme.

Key Working

The introduction of the Key Worker scheme has ensured that every prisoner is allocated a dedicated officer who is detailed one session a week to have one on one sessions with the individuals in their caseload. This provides a valuable opportunity for prisoners to share concerns with a dedicated officer. It is the intention that Key Workers will make their prisoners aware of the Families and Significant Others Strategy and signpost them to the change and services relevant to them.

We will continue to make sure that Key Worker sessions run as an operational priority and that maintenance of family ties is an important part of the session as well as identifying individuals who are not in regular contact with relatives on the outside.

5. Interventions and working in partnership

Our commitment...

- That we work closely with external agencies to provide effective and relevant rehabilitation services.
- That the services available are widely advertised and supported by the prison.

As part of the prison induction process, prisoners will be issued an induction booklet which contains information on all the services available. HMP/YOI Pentonville also employs 'Insiders' who are specially trained prisoners employed on each wing and able to deal with requests and advise prisoners on how to sign up to the services.

PACT (Prisoner Advice and Care Trust): Deliver the family service at HMP/YOI Pentonville to support prisoners and their families to make a fresh start in order to improve the outcomes for children.

Little Angels Project: which includes puppet theatre, arts and crafts, and other activities that foster connection and joy between parents and their children

The Toy Project: which provides face painters and event volunteers, helping to create memorable experiences for families.

Prison Reading Group: supplies books throughout the year to support reading during visits and to give families resources to take home.

Phoenix Futures: a national organisation offering substance misuse recovery and family support services. Working with PACT to address the complex relationship between addiction and family breakdown, helping individuals move toward recovery while also strengthening their role within the family unit



Arsenal Football Community: Lord Farmer identified the importance of demonstrating mutually beneficial links with local businesses, schools and other bodies in the wider community and in doing so becoming a more 'extrovert prison'. In line with this, Pentonville will continue to uphold the strong links it has with the **Arsenal Football Community** who deliver sessions in the sports hall during school holidays. These are interactive sessions that encourage families to bond through a range of sporting activities put on by the Arsenal Community team.

Tea and a Book: a quiet and supportive drop-in space for men who do not receive visits.

Neurodiverse prisoners: monthly supportive sessions are offered by PACT to help maintain positive family ties.

Structured one-to-one Programmes: using printed workbooks. These cover a wide range of family and personal development themes, such as good relationships, parenting children aged 0–12, parenting teenagers, stress and anger management, reconnecting as a father, and preparing to return home after release. These sessions provide prisoners with the tools to reflect, rebuild, and re-engage with their families in a healthy and meaningful way.

Family Fables: (where men record stories for their children) takes place in the library once a month.

Prisoner Voicemail: enables family or friends to exchange voicemail messages with a prisoner at any time and speak directly through Live Calls. You are assigned a unique landline phone number which the prisoner calls to listen to messages, leave replies, and do live calls.

6. User Voice and Feedback

Our commitment:

- Ensure that the Families and Significant Others Strategy is widely promoted and distributed, and that staff are made aware of the intentions of the strategy and how they can support it.
- Ensure that the Families and Significant Others Strategy is being evaluated and feedback is received from a variety of stakeholders.

A range of mechanisms will be put in place to promote the Families and Significant Others Strategy, including being presented at staff briefings and distributed electronically via email. Feedback will be welcomed from staff from all areas in order to ensure that the strategy is delivered in the most effective way possible.

As well as staff, it is also important to gain feedback from other stakeholders in the strategy including prisoners and their families. Receiving a wide range of feedback will ensure the strategy is continually adjusted to reflect the needs of those who deliver it as well as those for whom it is intended.

Lord Farmer emphasises that Governors are to be held to account for positive family work outcomes, in the same way as they are responsible for ensuring prisoners' education and employment training is fit for purpose. The review recommends 'Governor Surgeries' whereby families can routinely access senior members of staff as be an excellent way of ensuring they are drawn in as assets to rehabilitation and know they are recognised as such.

What we are doing....

- In line with Lord Farmer's recommendation, 'Meet the Governor' sessions will be held every eight weeks and advertised in the visits centre. This will give visitors a chance to speak directly to the managers responsible for delivering the promise made in the strategy.
- Monthly consultation with the Prisoner Council.
- Wide distribution of surveys both for staff, prisoners and families to gather feedback on the changes made.

7. Operational Considerations

Our commitment...

- Create a staffing structure to ensure family work is an operational priority.
- Promote a whole prison approach to the Families and Significant Others Strategy and ensure that all staff across departments work towards its successful implementation.

Positive staff prisoner relationships are crucial for ensuring that family and other relational ties in prison are supported. Much of the Officers Apprentice training offered includes work which supports family and other relational engagement including ACCT training and five-minute intervention training. We also have a team, of full-time experienced Officer Apprentice Mentors who are responsible for supporting new staff. The mentors have been briefed on the Families and Significant Others Strategy and are able to offer advice to staff on how they can help support its intentions.

The staffing of visits is already an operational priority and is not dependent on staffing levels. In line with the Farmer Review, where possible, regular staff are deployed to work on visits who are therefore able to develop a rapport with the regular visitors and gain a good understanding of the area.

What we are doing...

- We have a dedicated FaSO champion who is responsible for supporting the aims of the strategy.
- Continue to detail regular staff on visits to ensure that they are delivered consistently.

8. Development Plan

HMP/YOI Pentonville are committed in the development of the Family and Significant Others strategy and over the course of the next 18 months further work will be undertaken to improve this area. Areas for development that are being considered include:

- Family involvement in restorative justice adjudications.
- Implementation of parent's evenings with teachers, either in person or via video link.
- Implementation of a homework club in the evenings or weekends.

Action	Who	Benefit	Target date
Develop robust recording and reporting mechanism that capture data on prisoners receiving / not receiving visits.	FaSO champion / PACT	This will assist in having an establishment wide overview of visits and enable identification of those not receiving visits so that additional support can be put in place for these men.	April 2026

A programme of surveys and forums will be implemented to capture feedback on the visits experience for children, families, staff and prisoners.	Head of Operations / PACT	This will enable regular feedback to be sought and collated which will inform service development.	April 2026
'Meet the Governor' sessions to be implemented for families.	Head of Operations/ FaSO	This will assist families and the prison in developing relationships, building trust and enabling families to know they can easily access senior management if they have any issues.	February 2026
Review the programme of training delivered to prison staff to include Child Protection / Safeguarding.	Head of Operations / FaSO	All staff should have knowledge on child protection and safeguarding so they can flag any concerns around children appropriately.	April 2026
PACT to look to redevelop the Tea bar facilities – bringing in a range of food choices.	Head of Operations / PACT	To improve the environment for children and families along with improving activities spaces for the men with specific employability links.	April 2026
Drop in sessions to be implemented in the Visits Centre for families about the services that are available to support them and their loved ones in prison.	PACT	To improve the relationship between prisoners' families and the prison.	April 2026

Signed:

Title: Family and Significant Others (FaSO)

Signed:

Governing Governor

Date

