



We are a service that supports children and young people (CYP) who have a parent in prison. We also support CYP before a parent has gone to prison if it is likely the parent will go into custody and we also support CYP after a parent has been released.

CYP are supported in **Peer Support Groups** which normally take place in the community, evenings, weekends and school holidays, or when necessary for safety and practical reasons these take place on line through Zoom. Sometimes the groups are to enable CYP to discuss their feelings and consider coping strategies. Sometimes the groups are just for fun. Often there is an element of both in our groups. We believe our groups help build resilience in CYP.

CYP are sometimes able to access **1:1 Mentoring** which is delivered by trained students or volunteers. 1:1 sessions most commonly take place in school but may take place online. This service depends of mentor availability. All staff, students and volunteers will have an enhanced DBS check.

Code of conduct

We expect staff and volunteers to always communicate to our service users with kindness, manners and respect.

We take a non-judgemental, and strength-based approach to practice.

We never ask a parent/carer or child about the nature of a crime committed. We know that if there is a valid safeguarding concern that we need to know about, this will be brought to our attention by children's services and/or management.

We do not share private family information with other families, or members of our family / social circle.

We do not talk about the families we support in a casual manner at home.

We dress appropriately and respectfully when carrying out our work, whether this is face-to-face or on line.

We have clear boundaries for working online and for communicating with young people remotely. It's vitally important all staff/volunteers protect themselves especially when delivering 1-2-1 work with young people (where it's not possible to have a second member of staff on the

call) and how to do this safely and reduce the risks. Please refer to our Lone Working Policy for specific guidance.

We never record family's personal details on our personal computers or in note books, unless approved and all approved records must be password protected. If we need to make notes about a child/family we support we use initials and/or codes and non-identifying data.

We never take photos of children, unless we have permission to do so and this has been approved by management.

We never share anything on social media without explicit permission from families and management.

We turn up on time for our sessions and communicate professionally and carefully.

We do our best to always engage in our work/ volunteering in a positive manner.

When we are unable to attend agreed work, including volunteer work, we communicate this to a line manager / supervisor, and families where appropriate.

We recognise that some of the families we support will have negative views or negative experiences of statutory or other services. However, we recognise the complexities of multidisciplinary work and we do not 'take sides' or speak about other services with disrespect.