



HM Prison &
Probation Service



Youth
Custody
Service

Assisted Visits Scheme

Information Sheet for Parents/Carers of Children and Young People in Secure Children's Homes

If your child has been sentenced to spend time in custody, the YCS can help you to visit them in their allocated Secure Children's Home (SCH).

If your child has not yet been sentenced (i.e. is being held on remand) then your visits will not be covered under this Scheme and you should contact your child's Youth Offending Team in the community for help with travel costs.

WHO CAN CLAIM?

The Assisted Visits Scheme is open to all families, regardless of income. You will not be asked any questions about your financial circumstances.

The Scheme covers parents (including stepparents) and carers, brothers, and sisters (including step siblings), grandparents, aunts, and uncles.

Cousins and family friends are not covered by the Scheme.

WHAT CAN THE SCHEME HELP ME WITH?

You will be able to claim for one visit per week (Sunday to Saturday). This may either be a social visit or alternatively, may be used to attend your child's review.

Up to two adults (age 16 and over) and three children (age 15 and below) can be included on each claim made. For example:

Mother (age 45), Brother (age 20), Brother (age 15), Sister (age 8), Sister (age 4).

In the example above, if another adult wishes to attend as well his or her expenses would not be paid.

Claim Forms

YCS will reimburse reasonable travel costs. If you have paid for your own train tickets, you can apply for a refund. To do so, you must retain your train tickets and send them in with your claim form to the SCH. At some SCHs, claim forms are available in the reception area. Alternatively, you can ask a member of staff or access the form online at www.gov.uk.

Travel on buses will also be reimbursed, again you must send in your tickets when you claim. If you are not able to send your tickets, the amount we pay will be at a lower rate.

If you are travelling by car, we will contribute towards fuel costs at the rate of 20p per mile based on an on-line calculation of travel distances using the AA Route Planner or Google Maps. Please note that the scheme does not cover travel by taxi, except in exceptional circumstances.

Refreshments

If your total time away from home (i.e. door to door, including the duration of the visit itself) is over 5 hours, the Scheme will pay £2.55 for each eligible visitor. If you are away from home for over 10 hours, the payment is £5.10 for each eligible visitor.

You do not need to provide receipts to receive this payment, but Questions 5 and 6 on Page 2 of the claim form must be fully completed.

Overnight stays

If you need to travel on separate days (for instance due to long journey times, or for medical reasons) you may request assistance with the cost of overnight accommodation. This will only be paid with the prior agreement with a YCS representative, and receipts must be provided with the Claim Form. The rates are as follows:

<i>London</i> £34 per night (maximum) per adult £17 per night (maximum) per child	<i>Elsewhere</i> £28 per night (maximum) per adult £14 per night (maximum) per child
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In addition, there is a Day Allowance for refreshments of £13.55 per eligible visitor. This allowance is only payable for overnight stays.

Childminding

If you have young children who are not accompanying you on the visit, YCS can reimburse the cost of a registered child minder (not simply a friend or relative).

The following details will be required:

- name and address of childminder
- their registration number with the local authority
- the name and address of the local authority they are registered with
- the rate charged per hour.

Confirmation of these details will be sought from the childminder before any payments are authorised.

Escorts/Carers

If you need someone to travel with you (for example because you are ill or disabled) payment can be made for an escort to travel with you. The travelling costs and subsistence of the escort will be paid for under the Scheme. The escort may be a friend or an escort from Social Services. If the latter, the escort should send in a claim separately.

HOW TO CLAIM

Completed claim forms should be sent to the Assisted Visits Administrator at the SCH you have visited and must be received within 28 days of your visit.

PAYMENTS

Claims will be processed at the SCH you have visited, then eligible claims will be authorised by YCS Headquarters. You will receive a letter confirming the amount you are to be paid. Please allow 4 weeks from the date on the confirmation letter.

QUERIES

For any queries, please contact the relevant SCH below.

Secure Children's Home	Contact number
Adel Beck	0113 261 0031
Aldine House	0114 262 1160
Aycliffe Secure Centre	0300 026 3000
Barton Moss Secure Care Centre	0161 686 5900
Clayfields House Secure Unit	0115 917 0010
Hillside Secure Unit	01639 641648
Lincolnshire Secure Unit	01529 302894
Vinney Green Secure Unit	0117 970 2286

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