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| Delivering Effective Family Practice  Providing Services to Prisoners to Strengthen ties to their Families and Significant Others  Guidance  September 2017 |
|  |
| **December 2017** |

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# Part 1

# Introduction

1. Supporting a prisoner to develop meaningful and constructive relationship with his or her family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release.
2. For the purpose of this guidance document, ***Family*** is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers this may be someone that provides a statutory service, friend or associate. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. It is important to accommodate all ‘family’ arrangements where they provide a constructive and supportive relationship for the prisoner and their family.
3. We recognise that not all family relationships are positive. Family members may sometimes be the direct or indirect victims of a prisoner’s offence such as domestic abuse. These individuals have the right to protection from their perpetrator and in all cases, permission should be sought from the victim and any relevant partner agencies before making contact. This will enable the victim/family unit to be supported in the community. E.g., Victim Liaison Officer or Local Authority Social Services.
4. Other family or significant others may be enablers, contributing to their offending behaviour. Prisoners may be subject to harassment or restraining orders and the courts take primacy in how we manage familial and other relationships. We must therefore ensure that we prevent inappropriate contact.
5. The Government is driving forward the Family and Significant Others’ agenda as it recognises that supporting offenders’ family and significant relationships can help improve prison safety and security, reduce reoffending, support desistance from future offending and the possible likelihood of intergenerational offending.
6. We are committed to transforming prisons into places of safety and reform and we recognise the need to provide those in our custody with stable environments, as well as opportunities to change their behaviour and turn away from a life of crime. Relationships with families and significant others can play a key role in this.

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# Background

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1. Families and significant others can play a vital role in facilitating a safer and calmer atmosphere within the custodial establishment and they play an important role in supporting offenders on community sentences. Prisoners are less likely to reoffend if family relationships are maintained throughout their sentence.
2. Positive family relationships are also likely to contribute to good order within an establishment. Anecdotal evidence from establishments with positive family engagement programmes indicate reduced incidents of disorder and anti-social behaviour. It is likely that having meaningful and constructive relationships with family and significant others while in custody may reduce anxiety, mitigate the frustration and isolation of imprisonment, and potentially reduce violence. Bringing families closer to a prisoner and encouraging them to be more accountable for their offending and behaviour, and thereby improve reducing reoffending outcomes, but more research is needed in this area.

# Lord Farmer Report

**The Importance of Strengthening Prisoners’ Family Ties to Prevent Re-offending and Reduce Intergenerational Crime**

1. In September 2016 Lord Farmer report, The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime***[[1]](#footnote-2)*** in partnership with the membership charity Clinks, was commissioned by the Government to investigate how connecting prisoners with their families can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.



1. The Farmer report was published on 10 August and made 19 Recommendations that put family and significant others at the heart of prison reform. It supports efforts to improve the relationships between prisoners and their families or significant others and the services that are provided.
2. All the Farmer recommendations are in the process of being implemented and outcomes will be shared with Lord Farmer at least twice per annum.
3. Lord Farmer recommended the development of performance measures that will hold Governors to account for positive family work outcomes. These measures will be used to demonstrate how the prison and family services support the enhancement of relationships in preparation for prisoner’s release and positive reintegration into society.
4. According to the Lord Farmer report, ‘Family should be the ‘golden thread’ running through the processes of all prisons, as well as in the implementation of standards presented in the Prison Reform White Paper - Public protection, Safety and Order, Reform and Preparing for life after prison.
5. Lord Farmer’s report referred to a ‘local family offer’ recommending that all establishments deliver and develop provision in the following areas and that these are reflected in their local strategies which should be a minimum offer:

* Visitor Centre/Visitor Reception Services
* Staffing structure to ensure family work represents as an operational priority
* Extended Visits – to enable supportive relationships to flourish
* Family Learning – to equip prisoners to maintain and improve relationships
* “Gateway” communications system – to demonstrate how the establishment have responsive communication systems in place for families

## Intergenerational Offending

1. It is estimated that 200,000 children each year are affected by parental imprisonment, but there are no definitive statistics on the number of offenders who are parents, the number of children who have a parent in prison or what happens to dependents when parents are imprisoned.
2. HMPPS has a statutory duty to make arrangements to safeguard and promote the welfare of children therefore contact must be in the best interests of the child.
3. Children of prisoners are three times more at risk of anti-social or delinquent behaviour than their peers, and are a vulnerable group that needs targeted support. Researchers at Cambridge University's Institute of Criminology found that if children had a convicted parent by the time they were 10 that was the "best predictor" of them becoming criminal and anti- social themselves. The research, published in the journal Legal and Criminal Psychology in 1996, concluded: "A convicted family member influenced a boy's likelihood of delinquency independently of other important factors such as poor housing, overcrowding and low school attainment." This means that our strategy must have a moral imperative to focus on building positive family relationships between those in custody and their children to mitigate the risk of future offending by children, as well as reoffending by the adult.

## Evidence and Further Reading

1. Maintaining family contact, where appropriate, is recognised as a key source of support for prisoners during their time in custody and on their release. The Prisons and Probation Ombudsman published a ‘learning lessons bulletin’[[2]](#footnote-3) reiterating the importance of prisoners maintaining family ties and the need for prisons to facilitate this.

1. For further reading and evidence that supports the benefits of family and significant others in support of reducing reoffending a publication by Maruna (2001)[[3]](#footnote-4) *Making Good* provides a fascinating narrative analysis of the lives of repeat offenders who, by all statistical measures, should have continued on the criminal path but instead created lives of productivity and purpose. It includes a review of the literature on personal reform as well as a practical guide to the use of narratives in offender counselling and rehabilitation.

Care leavers have specific entitlements to support from the relevant local authority. Guidance on identifying and supporting care leavers is available in the document ‘Practice Guidance: working with care leavers in custody and the community to reduce reoffending and promote effective transition to adulthood’. Click on the following link to access this document [Useful References](#_Useful_References)

1. The report, *Resettlement provision for adult offenders: accommodation and education, training and employment*, reflects the findings of Her Majesty’s Inspectorate of Prisons, Her Majesty’s Inspectorate of Probation and Office for the Standards of Education (Ofsted).
2. The importance of family is integrated throughout the revised Her Majesty’s Inspectorate of Prisons Expectations[[4]](#footnote-5) that encourages prisons to have a greater focus on family and significant other relationships to prevent reoffending. Findings from HMIP Report findings in 2015 highlighted the following:

* more than half the offenders returned home or moved in with family and friends on release;
* the few who had a job on release had mainly arranged this with the help of previous employers, family or friends;
* relationships with family and friends were too often viewed purely as a matter of visits which could be reduced or increased according to an offender’s behaviour;
* too little account was taken of whether initial arrangements for living with a family on release were sustainable and what continuing support might be needed.[[5]](#footnote-6)

1. Desistance literature also cites the importance of families in encouraging a new identity and sense of purpose to encourage an offender to stop offending. This is sometimes referred to as a ‘family man identity' (Although referring to male offenders it is believed the same holds true for female offenders).
2. Locked Out[[6]](#footnote-7) is a publication that usefully focuses on the experiences of children who visit their parents or loved one’s in prison and should be considered when providing services and welcoming children into the prison environment.
3. A number of useful reports that focus on the significance of prisoners with their families and significant others can be accessed at the following weblinks.

HMIP: <https://www.justiceinspectorates.gov.uk/hmiprisons/>

Prison Reform Trust: <http://www.prisonreformtrust.org.uk/Publications/Factfileo>

1. HMPPS believes that maintaining and encouraging positive family relationships can be an important protective factor in helping offenders to break the cycle of crime and desist from future offending, and may impact on the prevention of intergenerational crime. This is reinforced by a thematic findings paper by HMIP 2016 *Life in Prison:* *Contact with Families and Friends[[7]](#footnote-8)* which concludes that ’*good family contact has an important role to play, not only in supporting prisoners through their sentence, but in supporting their rehabilitation after release.*’
2. Another key aspect of families and significant others is recognising that they are diverse. All services or provision that we deliver must adhere to our duty under the Equality Act 2010[[8]](#footnote-9). We should reflect inclusivity and diversity that support people with protected characteristics. The Young (2014)[[9]](#footnote-10) and Lammy (2017)[[10]](#footnote-11) reviews highlight the need to reflect Black and Minority Ethnic prisoners as part of their recommendations with specific reference to race and faith. Our service providers should be reflective of our service users and all staff should seek to be culturally competent with an understanding of the types of services that should be provided to meet their needs.

# Our approach

## Families Strategy Working Group

1. The Families Strategy Working Group (FSWG) chaired by a Senior Civil Servant has the national oversight of the family agenda and operational practice for HMPPS. There is a diverse membership which includes colleagues from MoJ family policy, Deregulation of Operational Policies team, Safer Custody and Public Protection, commercial, finance, Assisted Prison Visits Unit, communications and digital.
2. The FSWG provide regular updates to the Prison Reform Board and Lord Farmer regarding progress on the implementation of Farmer recommendations.
3. Budgets have been devolved to Governors who have been empowered to use resources and funding for family services to meet the needs of their prisoners for which performance measures will be assigned. This means that for the first time Governors have been able to specify a ‘bottom up’ approach to procuring services which meet the needs of their population, rather than being the result of historical allocations.

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## Family services provision

28. Family Services were re-competed with most establishments in England and Wales taking part in the process to ensure that they were legally compliant. This enables Governors and family service providers to work effectively together over a 3-4-year period. The new family contracts commenced in October 2017

***Many thanks to the Prison Advise and Care Trust (Pact) for the use of their photographs***

# Part 2

# Purpose of this Guidance

1. The main purpose of the Guidance is to support Governors and most elements will be relevant for Directors and their team; to establish and enhance family and significant other services for their prisoners. It is not intended to be a comprehensive description of each activity that should be delivered, but provides prompts to aid the delivery of services. This should also allow Governors and Directors to develop effective local strategies and practice.
2. Service delivery will be influenced by the category of prison, its location, demography and analysis of need. For example, where a prison is located at a distance from public transport, is a visitor’s centre with warmth and facilities to access refreshments provided? What are visitors’ views regarding their visiting experience?

# Using the Guidance

1. When considering providing services and opportunities for prisoners to develop or enhance relationships with their family members/ significant others, the following pages asks a series of questions in the specified areas. This list includes sub headings that focus on where Lord Farmer made specific reference to key elements of proposed performance agreements:

* Establishing a Family strategy
  + Provision of Visitor base/ centre and visiting services
  + Family structure to ensure family work is an operational priority
  + Extended visits
* Working in partnership with family services and other providers
* Performance and management information
* Safer custody
  + Gateway communication
* Digital and technology
  + Practice and Innovation
    - Extended visits
    - Family learning

33. There is an expectation that an establishment’s family strategy document should:

* Be easy to read; colourful, using simple language, avoiding acronyms and ‘prison speak’.
* Include photographs so that the document is appealing and ensure that they reflect diversity. I.e. wheelchair access, welcome notices in other languages.
* Include a statement of intent about the ethos of your commitment and provision of family services that is agreed by your team and prisoners.
* Be published on your prison’s intranet/internet page
* Be copied and made available in all areas of the prison, particularly in spaces that are accessible by visitors and children. Placing the strategy in staff areas will help to ensure that the ethos of the importance of relationships between prisoners and their family or significant others is imbedded within the provision and culture of the prison.
* Include a development and live action plan which should be displayed showing the aims of the strategy, objectives and time lines for when actions are expected to be achieved.
* Opportunities for prisoners and visitors to give feedback and offer suggestions should be made available.
* Address the needs of those prisoners who are care experienced or care leavers (see Guidance on Care Leavers)

Through this open approach, Governors can be held accountable by service users.

## Establishing a Family Strategy

Unlike some aspects of prison management, the role of families and how they can support positive outcomes does not neatly fit into one specific function. Effective family practice impacts in safer custody; public protection; decency, security management, reducing reoffending and so on. If a singular functional approach is taken there is a danger that any approach becomes marginalised or has a lesser impact on prisoners, families and significant others. Consider HMIP Expectations <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/> and the Lord Farmer report and recommendations; <https://www.gov.uk/government/news/landmark-review-places-family-ties-at-the-heart-of-prison-reform>.

Establishments may find it useful to establish a Family Strategy group with membership from across all functions, from family service partners and other partners such as health, substance misuse community supervision and learning and skills. The Governor/Director will decide who is best to chair a strategy group; but to establish strong early impetus the involvement of the Governor or Deputy Governor may be useful. The group can develop a local family strategy using contributions from across the team.

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| **Questions to consider when establishing a family strategy** | | |
| **Guiding Questions** | **Potential Resources/Examples** | **Comments** |
| Do you have a Terms of Reference that includes the aims of the family strategy? | A strategy based around HMIP expectations and key Farmer recommendations would be a good place to start  Headings taken from operation guidance might assist:   * Introduction * Working in Partnership * Contract Management * Performance and Measurement * Digital and Technology * Developing Innovation and Practice * Care Leavers   *Lord Farmer’s specific reference to key elements of performance agreements are noted above- “the family offer”- this also could be a useful framework for local strategies:*  *Visitor centres and related services/ Staffing - to ensure family work is an operational priority/ Extended visits/Family learning/ 'Gateway' communication system* |  |
| Do you understand the needs of visitors? | Family/significant other forums  Visitor survey  Holding regular meetings with visitors as well as visitor surveys will give a good understanding of their needs. This information will help to better meet needs. A senior manager being present at some visits sessions. |  |
| How many prisoners receive visits? | PNOMIS  Prisoner forums  Using PNOMIS data, identified trends.  Strategy can cover this area and identify plans to explore further. Provider can assist |  |
| Does visitors having to wait matter? | “What is it like to visit someone in prison” |  |
| Why are visitors’ centre important? | Understand perception of visitor centre/reception service – use provider to assist  Pictures on the wall, photographs, children’s drawings/paintings |  |
| What does it feel like to be searched? |  |  |
| What are visitor’s experiences of being searched? | Visitors survey  MQPL  HMIP report  Visitor forums – with families’ senior lead presence  Develop a children friendly approach to the visits search experience/ safeguarding |  |
| How does it feel to visit someone in prison? | Understand perception of visit experience – use provider to assist  Demonstrate actions and plans designed to encourage positive outcomes |  |
| How does it feel for a child or young person to visit someone in the prison? |  |  |
| Are visits a time to really talk? | Create an environment that enables positive communication |  |
| Do visits become easier for family/ children and young people/significant other and prisoners over time? | Visitors survey  MQPL  HMIP report  Develop regular feedback opportunities to inform strategy |  |
| What would make visiting a more positive experience for all? | Visitors survey  MQPL  HMIP report  Prisoner and Family Forums Develop regular feedback opportunities to inform strategy |  |
| What staffing arrangements including training are in place for staff working with prisoners, their families and significant others? | Use of provider to assist in training and awareness/ including safeguarding  Regular deployment of informed staff  Staff invited to volunteer for visits/families work  Provider asked to attend wider forums to raise awareness of family issues |  |
| How effective are local procedures in allowing the family to contribute to sentence planning? Are Personal Advisors included in sentence planning for care leavers? |  |  |
| Have staff accessed training to deliver an effective service in partnership with family services providers, prisoners, family and significant others? | Training programme / competencies  SPDR  Specialist JDs |  |
| What are the key headings for a strategy? | Operating Guidance  Best practice  Whilst it should be a document personal to the establishment - headings taken from operation guidance might assist:   * Introduction * Working in Partnership – Where a prison is involved with the Local Safeguarding Children Board (LSCB) or the new multi-agency safeguarding arrangements, the Board may be able to assist * Contract Management * Performance and Measurement * Digital and Technology   Developing Innovation and Practice |  |
| How might we encourage or support family and significant other ties for prisoner’s subject to public protection arrangements? | Person Posing Risk to Children (PPRC) and Child Contact reviews  Monitoring arrangements and reviews  Engagement with Local Authority Children’s Services  Multi-agency public protection arrangements (MAPPA) engagement  Consider least intrusive restriction whilst maintaining public protection |  |

## Working in Partnership

Budgets have been devolved to Governors who have been empowered to use resources and funding for family services to meet the needs of prisoners, their families and significant others for which performance measures will be assigned. As part of the procurement process, specifications were devised with the detail of services populated by governors or their family representatives.

Family contracts will commence in October 2017 and run for 3-4years.

These services include conducting visits, visits play areas, refreshment services, visits centres, enrichment activities, family days, visits booking, family advice/engagement worker and family learning See Annex B for details

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| **Questions to consider when Working in Partnership** | | |
| **Guiding Questions** | **Potential Resources/examples** | **Comments** |
| How are providers meeting the organisational needs for prisoners and their family? | Surveys  Family forums  Contract management meetings  Providers may be asked to provide evidence as part of contract management |  |
| Do you have a family lead to support family services provision?  Do understand the need to consider care leavers? | Family strategy  Family team  Family forums  Identify a family lead from the SMT to specialise in family services, works closely with service providers and embeds within organisation.  Useful also to have a middle management presence and responsibility |  |
| How often do you meet with the family services providers? | Minutes of meetings  Contract Management Guidance  Monthly meetings  Quarterly cluster meetings |  |
| Are providers represented in wider prison forums? | Establishment family Strategy Reducing Reoffending forums  Learning and Skills forums |  |
| Has the establishment got links with the community – schools and local authorities; and with community supervision in this area? (CRC/ NPS) |  |  |

## Contract Management

Other than surveys, making opportunities for family and significant others to contribute and feedback is important. Senior managers can afford that opportunity by for example regularly meeting with families and family issues can be regularly discussed on prisoner forums

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| **Questions to consider when managing a contract** | | |
| **Guiding Questions** | **Potential Resources/ Examples** | **Comments** |
| Have you agreed what services will be delivered and expected standards? | Family forums  Contract management guidance Using the family services specification, agree the provision to be delivered |  |
| Have you established and agreed performance indicators and contract management information? | Family services specification  Having agreed the provision consider how you might measure performance. How many of… what quality you expect | . |
| Have you established purchase orders so that providers are paid on time? | Identify a key member of staff to oversee this process  See Contract Guidance document for further details |  |
| Is the provider included in key meetings and integrated in the life of the prison? | Is the family service provider invited to attend the SMT or other management board? |  |
| Is your approach to contract management clear to the provider? | See Contract Guidance document for further details |  |
| Is the contract management approach clear to your SMT, family lead and all relevant parties? | SMT minutes  Family lead SPDR  Contract meeting minutes  Lead + provider presentation to SMT |  |
| Are your monthly meetings minuted with actions and issues identified and addressed? | Minutes  Variation orders in place |  |
| Do you know where to get assistance and further support? | See support and contact section Having cluster meetings may help |  |

## Performance and Management Information

Negotiations are ongoing to develop measure(s) that aims to quantify the positive development of a family approach. However, local management information will help governors to identify baselines that evidence what is being delivered against the needs of their prisoners and visitors and work towards improvement.

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| **Questions to consider in making best use of management information** | | |
| **Guiding Questions** | **Potential Resources/Examples** | **Comments** |
| Have you agreed what services will be delivered and the expected standards? | Family forums  Meeting minutes and agenda |  |
| Have you considered how to record agreed performance indicators and contract management information to manage family services provision? | Performance agreement with family services provider  Meeting minutes and agenda |  |
| Is there existing family management information that can be used to determine performance? | PNOMIS data should show historical and current data regarding performance.  The number of visits that a prisoner receives could indicate the effectiveness of relationships, also a reduction in the number of visits received may indicate an issue. Also, how many prisoners do not receive visits and how might this be addressed?  PNOMIS  Annex D |  |
| Useful also to reference Farmer recommendations and HMIP expectations and record deliver/developments against them | <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/>  <https://www.gov.uk/government/news/landmark-review-places-family-ties-at-the-heart-of-prison-reform>.  Development plan arising out of examination of delivery in this area |  |
| What actions will be taken once you know what the data tells you? | Meeting minutes  Published Development plan |  |
| Have you shared the data and considered actions with the SMT and all staff? | Meeting minutes  Staff information  Published plan |  |
| How do we monitor progress against the actions? | Meeting minutes  Combined annual report? |  |

## Safer Custody

The involvement of family and significant others should begin at the earliest point when someone comes into custody, ideally even before they leave the court to be transferred to prison. This support helps the individual to cope with the difficult times ahead as they adjust and settle in to their sentence. The results of a prisoner feeling vulnerable at this time, can be fatal.[[11]](#footnote-12)

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| **Questions to consider to enable the improved safety, prevent self-harm and suicide** | | |
| **Guiding Questions** | **Potential Resources/Examples** | **Comments** |
| How effective is the recording of next of kin and family contact? |  |  |
| Who ensures that a prisoner’s family or significant others’ details are recorded when they arrive at the prison from court? |  |  |
| Have alternative arrangements been made where a prisoner is the sole carer of a child or other dependent? |  |  |
| What efforts are made to assist family engagement especially for those who have no family/significant other contact?  Have you considered the role of the Personal Advisor for prisoners who are care leavers and are entitled to this support from the local authority? |  |  |
| What arrangements are in place to support family and significant others that wish to communicate concerns about their friends or relatives in prison? | Family forums |  |
| How is information from family and significant others recorded and if concerns are raised, how are actions recorded? | Performance agreement with family services provider |  |
| Are family and significant others included in ACCT reviews? | ACCT Guidance (link)  Annex E |  |
| For prisoners who are care leavers is the Personal Advisor invited to attend where appropriate? |  |  |
| Are actions taken when a prisoner is on act communicated to the family and significant other? |  |  |
| How might family or significant others be helpfully involved where a prisoner is feeling suicidal? |  |  |
| How might family or significant others be helpfully involved where a prisoner has ongoing mental health issues? |  |  |
| How might prison visits be enhanced to assist a prisoner to cope with and feel safe? |  |  |

## Embedding Equality and Diversity

We have a duty of care under the Equality Act 2010 to ensure that all our service users and visitors with and without protected characteristics are treated with dignity and respect. In the context of family and significant others, equality is about recognising that all families are different – they are of various make-up, culture and faith and this must be reflected in the services that we provide. The Young and Lammy Reviews identify that there is disproportionality in the number of Black and Ethnic Minority groups in custody and an HMIP Thematic on Race Relations in Prison reported that the family impact of custodial sentencing is particularly acute for black mothers as more than half of black African and black Caribbean families in the UK are headed by a lone parent. This information should be considered when delivering services to prisoners and their families from BAME communities. Information provided in these reports will help Governors and Directors when providing services that meet the needs of these groups.

Diversity is also about the range of protected characteristics that are reflected throughout the system. In compliance with our duty of care under the Equality Act 2010, all must be acknowledged and addressed for all users and staff. This means considering whether prisoners and their family and significant others require specialist services to enable us to reflect cultural competence through activities, innovation and access. Governors and Directors are encouraged to identify the diversity reflected by service users and ensure that staff are culturally aware and provide services that reflect their unique and diverse needs.

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| **Questions to consider improving practice and creative innovations** | | |
| **Guiding Questions** | **Potential Resources/activities** | **Comments** |
| What is the ethnic make-up of your prisoners and users? | What are the demographics of prisoners in you jail?  What are the demographics of staff in your jail? |  |
| What is the ethnic make-up of your staff? | Do staff reflect the diversity of users?  Where ethnic reflection is not possible, do family services providers represent diversity?  Do staff understand the needs of prisoners and users with protected characteristics? |  |
| What are the criteria for prisoners to access family services? For example, family days or other activities?  How are you addressing the needs of care leavers? | How many times are prisoners accessing family services?  Is the application and criteria for successfully accessing family service clear?  Is there diversity of prisoners and their family/significant others accessing family services?  Is there an appeals process for prisoners that are denied access to family services? |  |
| What is the ethnic or other make-up of staff that are providing services to prisoners, their family and significant others? | What training or contact with appropriate specialists do family services providers or staff have?  Where the staff make-up is not diverse, do staff understand the needs of prisoners with protected characteristics?  How is this evidenced? |  |
| Is the aesthetics of the prison diverse? | Are photographs and resources in the prison and in particular visits and play areas diverse and reflective of protected characteristics? |  |

## Digital and Technology

The digitalisation of prisons affords positive opportunities to facilitate better and easier family contact. Examples of such developments include; in cell telephony, improved visits booking system and video calling, which is in the process of being considered by policy leads. Other familiar initiatives include email a prisoner and prison voicemail.

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| **Points to consider in order to make best use of digitalisation and technology** | | |
| **Guiding Questions** | **Potential Resources/Examples** | **Comments** |
| How often is in-cell telephony / landing based telephony used by prisoners in digital environments? | Survey  Monitor number of calls and when  Published data |  |
| How well is the on-line visits booking system received by prisoners/visitors? | Survey  Monitor use and feedback from visitors/prisons  Number of failed visits – no shows.  Information displays in public areas |  |
| How are prisoners that are not conversant with the use of technology supported? | Family service engagement worker may assist. Staff identified that can support technology for prisoners who for a range of reasons cannot use the facility. E.g. literacy needs, not familiar or comfortable with technology  Is assisted technology provided for prisoners who have disabilities  Use of peer supporters |  |
| How effective is other forms of communication – telephone, letters, other initiatives – email a prisoner, prison voicemail, prison visitor scheme | Data recorded  Information published and part of strategy/development plan |  |

## Practice and Innovation

Enrichment activity and innovation can help Governors and Directors to offer bespoke services to improve relationships between prisoners, their family and significant others. Below are some of the familiar types of services however, Governors and Directors are encouraged to engage with their family services providers to be innovation, particularly in relation to the analysed needs of their prison. Initiative in improving the ability of families to play a part in the individual’s prison life; both at times of crisis and in day-today sentence planning. Additional examples of a range of activities with a range of good practice will be shared on the Families page of the intranet

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| **Questions to consider to improving practice and creative innovations** | | |
| **Guiding Questions** | **Potential Resources/activities** | **Comments** |
| Have you shared your ideas with the family services partners about new and innovative services to support and improve prisoners, their family and significant other relationships? How do your family service partners share their ideas with you? | Storybook dads/mums  Departure lounges – an initiative that provides support for prisoners and their families on discharge  Contact initiatives with schools  <http://www.storybookdads.org.uk/>  <http://giveabook.org.uk/2015/02/01/storybook-mums/>  Children friendly visits design |  |
| If you have a homework club, what criteria is used for prisoner’s family/significant children to access the service? | <https://www.barnardos.org.uk/locked-out-report.pdf>  Reflected in strategy |  |
| How do you know that initiatives are effective? | Survey  Management information  Performance measurement |  |
| Do you provide a service for prisoners who do not have family or significant other relationships? | Care leaver strategy and work  Care leaver champion?  Peer supporters?  Links with local authorities that have a statutory duty to provide ongoing support to care leavers? |  |
| Your learning and skills provider may have ideas to support family learning activities | Discussions with learning provider |  |

# Support and Communication

**Intranet and Internet support links**

HMPPS works with the I-HOP site <http://www.i-hop.org.uk/> that allows sharing of information and practice on an external platform <https://intranet.noms.gsi.gov.uk/groups/families>

# Useful Contacts

|  |  |
| --- | --- |
| **Name and role** | **Contact details** |
|  |  |
| Richard Booty - HMPPS Families Lead | [Richard.booty@hmps.gsi.gov.uk](mailto:Richard.booty@hmps.gsi.gov.uk) |
| Tim Lloyd - APVU and Visits booking services | [Timothy.lloyd@noms@hmps.gsi.gov.uk](mailto:Timothy.lloyd@noms@hmps.gsi.gov.uk) |
| Stuart Harrington - Intranet & IHop editor | [Stuart.Harrington@hmps.gsi.gov.uk](mailto:Stuart.Harrington@hmps.gsi.gov.uk)  [stuart.harrington@barnardos.org.uk](mailto:stuart.harrington@barnardos.org.uk) |
| Angela Christopher - MOJ Policy  Graham Mackenzie | [Angela.christopher1@justice.gsi.gov.uk/](mailto:Angela.christopher1@justice.gsi.gov.uk/) [Graham.mackenzie@justice.gsi.gov.uk](mailto:Graham.mackenzie@justice.gsi.gov.uk) |
| Julia Goodwin - Commercial  Nicola Charlton | [Julia.goodwin@justice.gsi.gov.uk](mailto:Julia.goodwin@justice.gsi.gov.uk)  Nicola.Charlton@justice.gov.uk |

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* [Prisoners’ childhood and family backgrounds](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/278837/prisoners-childhood-family-backgrounds.pdf) examines childhood and family background of prisoners, their current family relationships, associations between these characteristics and reoffending, and estimates numbers of children (around 200,000 in 2009) affected by parental imprisonment (2012)
* [NOMS Commissioning Intentions](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/280924/evidence-segmentation-2014.pdf) Factors linked to reoffending and desistance (2014)
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* [Prison Reform Trust Research](http://www.prisonreformtrust.org.uk/uploads/documents/KEEPING_IN_TOUCH_book4.pdf) looking at the potentially greater impact of imprisonment on children of women prisoners (2005)
* [Statistics on Women and the Criminal Justice System](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/380090/women-cjs-2013.pdf) identifies that women are more likely to experience domestic violence (2013)
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* Emerging learning from a NOMS/Dept BIS management review about [better targeting of family case work and interventions](http://www.barnardos.org.uk/resources/research_and_publications/working-with-offenders-families/publication-view.jsp?pid=PUB-2400) (2014)
* [i-HOP](https://www.i-hop.org.uk/) Advice and Information for commissioners and professionals working with offender’s families (funded by the Department for Education)
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