



HM Prison & Probation Service

HMP WHATTON



Providing services to prisoners to strengthen ties with their families and significant others.





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THE GOVERNOR

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ESTABLISHMENT:	HMP WHATTON
AREA:	EAST MIDLANDS
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STRATEGY AGREED BY:

Laura Day
(Deputy Governor – HMP Whatton)

Date: 30 / 04 / 2018

Lynn Saunders
(Governor – HMP Whatton)

Date: 30 / 04 / 2018



Introduction

HMPPS Vision and Values

We will work collaboratively with providers and partners to achieve a transformed justice system to make communities safer, prevent victims and cut crime.

HMPPS Statement of Purpose

Her Majesty's Prison Service serves the public by keeping in custody those committed by the courts. Our duty is to look after them with humanity and help them lead law abiding lives in custody and after release.

HMPPS Equality Policy Statement

HMPPS is committed to fairness for all.

We treat our staff properly and ensure equality of opportunity.

We deliver our services fairly and respond to individual needs.

We insist on respectful and decent behaviour from staff, prisoners and others with whom we work.

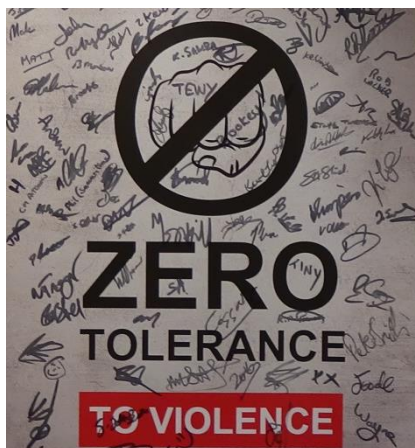
We recognise that discrimination, harassment and bullying can nevertheless occur and we take prompt and appropriate action whenever we discover them.

All members of staff must work and behave in a way that is consistent with the equality policy statement and our legal responsibilities to eliminate discrimination and to promote equality and good relations.

The Equality Act placed a range of positive duties on the Prison Service

The three general duties are:

- To eliminate harassment & victimisation and any other behaviour prohibited by the Act
- To advance equality of opportunity
- To foster good relations tackling prejudice and promoting understanding



Context

HMP Whatton was built as a detention centre for young prisoners in 1966. The establishment lies between the town of Bingham and the village of Whatton, nine miles east of Nottingham on the A52. In 1990, it was re-designated as an adult male Category C training prison specifically for those convicted of a sexual offence. The prison was expanded in 2006 with 400 additional places and associated facilities (workshops and educational places). It is therefore a mix of old and new buildings.

The establishment is a national resource for those convicted of a sexual offence and will take prisoners fitting this criterion from throughout the entire prison estate. The emphasis of the regime is in tackling Offending Behaviour.

The establishment delivers a variety of offender behaviour treatment programmes, specifically designed for prisoners who committed a sexual offence and delivered by a variety of staff from Probation and the Prison Service and Psychologists.

HMP Whatton delivers a wide range of programmes that are suitable for delivery to people with intellectual disabilities and hearing difficulties. The Royal Association for the Deaf awarded their charter mark to the prison in 2016. The establishment has a positive reputation for prisoner treatment and is often approached to trial new programmes.

Our staff actively work with prisoners to help them address their offending behaviour in a supportive environment throughout the prison. This applies to all areas, including activities (e.g. workshops, education, and gymnasium) and residential areas.

A high proportion of prisoners at HMP Whatton suffers from Personality Disorders and can present challenges in terms of their management and support. A significant number of elderly prisoners are accommodated at Whatton, and there are support groups and interventions delivered to meet their specific needs.

The establishment has an excellent reputation across all aspects of its work, including a very positive HMIP inspection report following a full unannounced visit in August 2016. The prison received a grading of Outstanding from the OFSTED team in relation to the Learning & Skills provision – the first time a grade of Outstanding has been awarded to a Cat C male establishment.

Work to reduce the barriers to successful resettlement is a central priority for the establishment, and a co-ordinated approach to the seven pathway needs is taken.

The pathways are:

1. Accommodation
2. Education Training and Employment
3. Mental and Physical Health
4. Drugs and Alcohol
5. Finance, Benefit and Debt
6. Children and Families
7. Attitudes, Thinking and Behaviour

The focus of this strategy document is **Pathway 6: Children and Families**. Family is defined as blood relatives, legal partners or significant persons that a prisoner identifies as their next of kin. For Care Leavers this may be someone that provides a statutory service, a friend or an associate.

1. The Importance of Families and Significant Others

HMP Whatton recognises that maintaining family contact, where appropriate, is a key source of support for prisoners during their time in custody and on their release. HMP Whatton is committed to ensuring that the role of families and significant others is considered throughout all functions within the prison.

Establishing the family dynamics for an individual is key to ensure that the right support is available. Not all family relationships are positive for a number of reasons, including family members may be direct or indirect victims of a prisoner's offence, family members or significant others may contribute to or enable a prisoner's offending, prisoners may be subject to public protection restrictions in respect of family members, or family relationships may have broken down due to the nature of the offence. If the family dynamic is not positive, there are services available at HMP Whatton to help to support the needs of prisoners and of family members.

Public Protection remains a vital driver behind the work that takes place at HMP Whatton and is therefore influential with regards to ensuring that family contact is appropriate and the level of contact meets the requirements of public and child protection measures. It's important that there is always a victim (or potential victim) perspective in the work that takes place which results in effective risk management.

HMP Whatton work in partnership with other stakeholders to support research into how prisoners can be further supported throughout their sentence.

The Lord Farmer Report 2016 – 'The importance of strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime' put family and significant others at the heart of prison reform: 'Family should be the 'golden thread' running through the processes of all prisons.'

The Farmer Report recommends that prisons should have in place local strategies that reflect a 'local family offer', with all establishments delivering as a minimum:

- ✚ Visitors Centre services,
- ✚ Staffing structured to ensure that family work is represented as an operational priority,
- ✚ Extended visits – to enable supportive relationships to flourish,
- ✚ Family Learning – to equip prisoners to maintain and improve relationships,
- ✚ A 'Gateway' communication system to demonstrate how the establishment have responsive communication systems in place for families.



2. Children and Families - Functional Responsibility and Strategic Aims

Delivery against the strategic aims will be monitored at the monthly Reducing Reoffending Meeting.



Pathway Lead: Head of Operations
Deputy Lead: Custodial Manager Operations

Significant contributors:

- Gate Staff
- Visits Staff
- Residential Staff
- Security
- Visit Centre Volunteers
- Correspondence
- Public Protection Unit (PPU)
- Gym staff

Strategic aims for the Children and Families pathway.

The Pathway lead:

- will support the development of a Family Strategy to comply with the 'Delivering Effective Family Practice Operating Guidance (Dec 2017)',
- will ensure that a dynamic Action Plan relating to the Family Strategy is monitored at Reducing Reoffending meetings,
- will continue to work towards the implementation of Virtual Visits,
- will arrange Family Days and Parallel Visits,
- will promote the Story Book Dads scheme to prisoners who meet the correct MAPPA criteria through PPU,
- will ensure an annual Visitors Survey is conducted and analysed with feedback to visitors,
- will promote the establishment's environment through photos and information displayed in the external Visits Reception building.



3. Working in Partnership – Visitors Centre Services

Visitors Centre services are delivered by PACT via Rushcliffe CVS. They are contracted to provide services for all domestic visits sessions.

Performance is monitored at a quarterly contract review meeting which is attended by the Head of Operations – who has functional responsibility for the Children and Families pathway – and the Deputy Governor. These meetings are formally minuted and take place in January, April, July, and October.

Performance Measures are in place for the follow areas of service:

- Opening of the Visitors Centre - 95%
- Food and refreshments provided to visitors in the VC – 95%
- Number of enquiries that could not be dealt with at the time of enquiry and further investigation or follow-up required – 95%
- Completion of a Visitor Survey – April and October. The Survey in October will be a detailed HMP Whatton specific survey, and feedback will be provided to visitors based on 'You said, We did' noticeboard in November - 100%

4. Extended Visits

Family Visits

Extended family visits will take place three times a year, and comprise a full day event that provides a more relaxed environment for prisoners to spend time with their family members.

Prisoners need to apply for the opportunity to have a family visit, and the application needs to be approved by Security and the Public Protection Unit (PPU) to ensure that there is compliance with any risk to children restrictions.

Family Visits enable families to share a lunch meal together as well as an opportunity to prisoners to be involved in fun activities with their family members, including opportunities to carry out children's crafts. They will provide the opportunity for prisoners to be involved in their children's education and learning – including opportunities to look at homework books and read with their family member/s.

The forum also provides the opportunity for information sharing to support families and prisoners with regards to sentence progression and resettlement.

ISP Visit Days

ISP Visit Days are organised to take place three times a year and are coordinated to take place in spring, summer and at Christmas. All ISP and Life Sentence prisoners are eligible to apply for these extra visits. The applications are checked by PPU and Security, and then 20 prisoners are invited to attend. Attendance is rotational so that if a prisoner does not get a place on one Visits Day they are prioritised for the next.

The purpose of the visit day is to encourage the maintenance of family/significant other ties in a relaxed environment over the course of a longer visit period. All visitors have to be over the age of 18.

Representatives from various agencies – both internal and external – are also invited to attend, and have previously provided valuable contributions in terms of engagement and information sharing, including information from MOSOVO, Safer Living Foundation, Programmes, Cat D establishments, and Substance Misuse. In addition, activities are put on to encourage engagement with families.



5. Family Learning

Offending Behaviour Programmes

HMP Whatton is a national centre for delivering offending behaviour treatment programmes to people convicted of a sexual offence. These programmes include: Horizon, New Me Strengths, Becoming New Me, Living as New Me and Kaizen. One of the aims of all these programmes is to help the group members to build more positive relationships with others. An assessment is carried out to identify the most appropriate programme to meet the individual's need and then this is agreed as part of the individual's Sentence Plan.

Independent Living Skills

At HMP Whatton it is recognised that some prisoners require development with regards to their independent living skills. To support this area of need, an 'Independent Living Skills' course has been commissioned from the Learning and Skills provider, Milton Keynes College.

Storybook Dads

The Storybook Dads initiative is promoted to prisoners, following approval from PPU, to enable prisoners to read, record and send out a CD to their child, grandchild, niece or nephew. The aim is to be involved in the daily routines within the family setting and thereby strengthen those important family ties.



6. A 'Gateway' Communication System

To demonstrate how the establishment have responsive communication systems in place for families.



Visitors Centre

✚ 'Governor's Question Time' operates every other Thursday afternoon and is an opportunity for prisoners' visitors to book a meeting with the Governor or the Deputy Governor. This is booked via the Visitors Centre staff, and provides the opportunity for family or friends to discuss any concerns or specific issues that they may have whilst their loved one is staying at HMP Whatton. The prisoner provides consent that their issues can be discussed in this meeting, and any issues raised are followed up with the visitors if they can't be resolved during the meeting.

- ✚ Suggestions Box – this is available in the Visitors Centre and monitored by the Services provider. Issues raised are communicated to the Head of Operations.
- ✚ Visitors Survey – this is coordinated by the Visitors Centre provider in April and October. The October survey is designed to be more specific to visiting HMP Whatton. It takes place throughout the month of October. Data is analysed and then feedback on the survey is prepared by the end of November. Themes and progress on issues raised are monitored at the quarterly contract meeting.

Safer Custody and Public Protection

- ✚ There is a Safer Custody crisis number that family members can call in order to raise any concerns that they may have regarding issues of safety, whether that is a concern of risk of self-harm or harm by others.
- ✚ There are opportunities for family members to be asked to be involved in supporting a family member who is on an ACCT document, which is supporting them through a period of crisis when they are vulnerable to self-harm. Input from family members would be discussed and agreed with the prison during an ACCT Review.
- ✚ Where the risk is appropriate, there are opportunities for family members to be involved in celebrating when prisoners have completed their course for Listeners training.
- ✚ The Public Protection Unit (PPU) is responsible for all child contact applications, which involves contacting the parent/carer/guardian for views and input regarding the application. Sometimes this involves contacting the guardian via telephone in addition to the initial written request for information. The Integrated Risk Management Team (IRMT) makes decisions allowing contact in the best interests of the child/family/prisoner.
- ✚ PPU sometimes contacts a member of the public/family who have concerns/issues or queries regarding the prisoner, usually in respect to contact arrangements or restrictions. This can be to ascertain information or assurances that the person is not vulnerable, coerced or misunderstands contact procedures.
- ✚ PPU sometimes acts as a contact point for family or as a safeguard should concerns be raised about behaviour towards family members during telephone and/or correspondence monitoring.

Residence

- ✚ Key Workers – the Key Worker scheme provides residential officers with the opportunity to have greater input supporting a group of up to 6 prisoners at any one time. Time will be available to support prisoner to maintain family ties.



- ✚ Older Prisoners – In conjunction with Nottingham & Nottinghamshire Age UK, work is taking place to involve families in the social care of prisoners. This involves contacting family members and also approved premises to ensure supportive care plans are in place at the point of resettlement. A telephone befriender service for older prisoners on release is being delivered via Nottingham & Nottinghamshire Age UK. Some people need extra care or support – practical or emotional – to lead an active life and do the everyday things that many of us take for granted. Healthcare staff work closely with

support from trained prisoner workers – Social Care Advocates – to provide a social care system that offers care to those who need it, and which enables people to retain their independence and dignity. Whilst this care is not restricted to older prisoners, the majority of those who need extra support with daily tasks are over the age of 50. Ageing issues and conditions more prevalent in older people increase the need for a support network.



To facilitate continuity of care, it is desirable to involve families from the outset in the social care of prisoners where the risk allows. This enables them to understand the changing care needs of their family member and to make appropriate plans and preparations for their care to continue post release.

We recognise that there is a spectrum of family involvement, with those on the one end well supported by family and their needs being adequately met both whilst in custody and post-release; whereas those at the other end have zero support throughout their sentence and beyond.

Through a joint project, methods of strengthening links between prisoners and their families have been explored, and in this context the term ‘families’ also refers to those who have a close relationship with friends or communities which act in the same capacity as a family would. The importance of keeping an intergenerational aspect of care has also been emphasised: *“Intergenerational contact is probably more effective in combating loneliness than contact with one’s own age group, although both have proven successful”* – Age UK.

Activities introduced have included:

- Card Making - people valued being able to make cards to send home, not only because there are difficulties in getting the right type of card on the canteen, but also because many appreciated the significant effect that making and receiving a handmade card has on supporting relationships. Whilst not everyone has a family member or friend that they could send a card to or hand out on visits, all had someone that they could make a card for. To this end, other significant calendar events – such as Mothering Sunday – were marked by making and sending cards. Feedback suggests that this has been an incredibly successful way of enabling people to develop and maintain positive relationships with loved ones.
- Books for Visits – the aim is that prisoners can take part in a 1:1 book group with their family member/significant other. A dual book club through visits would involve two copies of books being held, so that prisoners can access one and visitors a separate copy. (For security, each stock would be kept separately.) The initiative would encourage greater family links through a shared hobby and discussion.



- Over 50's Visitor Day - As part of the legacy of the project, plans have been initiated for a Visitor Day devoted to those prisoners over the age of 50 and their families. This would include friends or community groups which act in a similar capacity to support prisoners. The aim is to facilitate two per year. External agencies and partnership organisations would be invited, including those providing third sector support. Information and advice will be available to prisoners and their visitors on a range of support on both sides of the gate, with the focus being on older people's needs. There will be the opportunity for Key Workers to meet with families where appropriate, to strengthen links and to identify any additional needs. In addition, they will be able to answer questions about the day to day care of older individuals. Prisoners whose family members have difficulty in attending regular visits should be identified and offered support around this area.



Offender Management (OMU)

- ✚ All prisoners at HMP Whatton have an allocated Case Manager who supports them throughout their time at Whatton, ensuring that appropriate assessments are carried out and a Sentence Plan is agreed. There are opportunities for family members to be involved in the Sentence Planning process, where the risk is appropriate and the individual agrees to family involvement.

Programmes

- ✚ Although it is usually deemed productive for family to attend post-programme reviews (PPRs) or parole hearings as a supportive measure for prisoners, this is not actively encouraged at Whatton. This is due to the details about offending disclosed during the reviews, which can be distressing for family members. Therefore, only very occasionally has there been contact/involvement regarding PPRs or Parole Oral Hearings.
- ✚ It is recognised that there is a need to provide greater information regarding the suite of programmes available, and the aims and structure of the programmes delivered at HMP Whatton.
- ✚ The role of external social support as part of the treatment and rehabilitative pathway is also being further developed.

Learning and Skills

There are opportunities for families to be invited into the prison for celebration events following the completion of courses.

Palliative Care

- ✚ At Whatton we have number of specially trained Family Liaison Officers (FLOs) who provide ongoing care and support to anyone in our care with a life-threatening illness. The FLO works closely with the prisoner to identify family members and where risk allows, the FLO will work closely with the family. If family support isn't possible, then the prisoner is supported from within the community of the prison.



7. Prisoners who may not have close family ties

It is recognised that at HMP Whatton there is a significant number of prisoners that do not have visits from family and friends. This can be due to a number of factors, including distance from home and the ability of family and friends to travel; relationship breakdowns linked to the nature of the offence committed by the prisoner; restrictions preventing visits due to public protection issues; and/or the personal choice of the prisoner not wanting family members to visit them whilst they are in custody.

Parallel Visits

It was recognised that there was a group of people who would benefit from the opportunity to meet and talk with others in a less formal setting. Parallel Visits provides this forum. It is a full day event bringing together in the Visits Hall a group of prisoners that do not have visits, and providing an opportunity for them to converse with each other about non-prison-related issues. Prisoners are able to pre-order and purchase a meal prepared in the staff mess. Guest speakers from around the prison are also invited to present information regarding opportunities that are available at the prison.

Virtual Visits – Video Call

A new initiative is being implemented to enable prisoners to have a video call – or a ‘Virtual Visit’ – with a family member or friend. Prisoners will be able to apply for a Virtual Visit, and the application will then be ratified by the Integrated Risk Management Team (IRMT). Initial roll-out of the initiative will prioritise those prisoners who do not get visits.

Visitor Volunteers

To support prisoners who do not have family contact the prison works with voluntary organisations, such as New Bridge and Prisoners’ Penfriends, to provide prison visitors and/or social support, enabling prisoners to have contact with someone in the community who may then become a significant other on the prisoner’s journey through Whatton. These visits take place during the domestic visiting period.

Care Leavers

When a person discloses they are a Care Leaver, their Offender Supervisor will make contact with their most recent Local Authority (prior to being in custody) to identify who their Personal Advisor is and to ascertain if the prisoner may be eligible for assistance. The Personal Advisor then becomes responsible for maintaining a ‘pathway plan’ for personal development, including wellbeing, family assistance and career planning. This can also be tied into the prisoner’s Sentence Plan, with the Personal Advisor being invited to contribute or attend the Sentence Planning meeting with the prisoner’s permission. In addition, a Care Leavers Champion has been appointed, who is the Custodial Manager for the Offender Management Unit. Their role is to act as a focal point locally, as well as being the establishment contact for external links.

Circles of Support and Accountability

The Safer Living Foundation (SLF) runs the community Circles of Support and Accountability (CoSA) project. Each circle helps the individual Core Member to settle back into society. A CoSA volunteer will start working with a prisoner whilst they are in prison or at any time once in the community. A Circle continues in the community for up to 18 months.

