**Updates on the implementation of recommendations resulting from the Farmer Review**

 **‘Improving Family Ties to Prevent Reoffending and Reduce**

 **Intergenerational Crime’ published August 2017**

On 5 September 2017 at the launch of the Farmer report, the Government welcomed the 19 recommendations that resulted from the review. Progress has been made on most of the recommendations but there are still a handful that will require longer-term structural reform to be delivered.

Please see below showing progress against each recommendation to date.

**Farmer recommendation updates August 2018**

**Recommendations**

**1. There should be a clear and simple structure for accountability with regards to prisoners' contact and relationships with their family**

* From April 2018 all prison Governors are required to produce local Strategies, which set out how they will support prisoners to improve the level of engagement with their friends and families. These local strategies are available through the [National Information Centre on Children of Offenders (NICCO)](https://www.nicco.org.uk/) website. In addition, a new Family Policy Framework is being developed and is due to be published in Autumn this year.
	1. **The importance of 'Maintaining and developing family relationships' must be explicitly stated as part of the purpose of prison, to protect the agenda from being de-prioritised or dropped under future governments.**
* In addition to statutory entitlement to visits under the Prison Rules 1999, prisoners may also be granted additional visits through local privilege schemes.
* A new Family Policy Framework is being developed and is due to be published in Autumn this year. This will set out the expectations of provision of family or significant other support to all prisoners.
	1. **The importance of ‘Maintaining and developing family relationships’ must be explicitly stated as part of the purpose of prison to protect the agenda from being de-prioritised or dropped under future governments.**
* As #1.1 above

**1.3 It should also be explicitly specified that the Performance Agreements the Secretary of State enters into with governors and executive governors of prison clusters must include a ‘local family offer’ to ensure that effective family work is delivered inside prisons. There should be a clear and simple structure for accountability with regards to prisoners' contact and relationships with their family**

* As #1. Above
* From April 2018 all prison Governors are required to produce local Strategies, which set out how they will support prisoners to improve the level of engagement with their friends and families; and describe the local family offer.

**1.4 The Performance Agreement with each prison should specify the following local family offer elements (with guidance from the Ministry of Justice) but
detailed design and delivery to be at the broad discretion of Governors in each establishment:**

**(a) Visitor base/centre and visiting services;**

**(b) Staffing structure to ensure family work is an operational priority;**

**(c) Extended visits;**

**(d) Family learning; and**

**(e) ‘Gateway’**

* From April 2018 all prison Governors and Directors are required to produce local Strategies, which set out how they will support prisoners to improve the level of engagement with their friends and families. *and describe the local family offer.*

**1.5 The Ministry of Justice should ensure that the importance of family ties is a golden thread running through the new policy frameworks based on the revised and pruned body of Prison Service Orders and Prison Service Instructions and also Probation Instructions.**

* All policies are subject to the Department for Work and Pensions Family Test[[1]](#footnote-2). The Deregulation Operational Policy Team have assured the Family Strategies Working Group that this test is applied to all policies.

**1.6 The Ministry of Justice to develop an action plan out of the Farmer Review recommendations, including details on how the proposals will be taken forward and report progress to the Review twice a year.**

* An action plan was developed and is monitored monthly via a Family Strategy Working Group chaired by the HMPPS Families lead in partnership with the MOJ Family policy lead and attended by a Clinks representative.
* Regular meetings are held with Lord Farmer, Dr Callan and Clinks to provide updates.

**1.7 Governors to be held to account for positive family work outcomes.**

* We are developing new performance measures which we will pilot in 2018 for future implementation. This will provide crucial guidance to deliver more consistent services to improve relationships between prisoners, their family and significant others, such as extended visitations and family days across the prisons estate. These will be “process-based” measures that encourage and “reward” positive and proactive work

**2. Her Majesty’s Inspector of Prisons must ensure the importance of family ties features prominently throughout the new Expectations currently being refined, so empowered governors know this has to be a cross-cutting priority in the running of their prison.**

* Her Majesty’s Inspector of Prisons (HMIP) has appointed a lead inspector to Children and Families and has given this agenda greater prominence. Its website publishes good practice from recent inspections on families and significant relationships. <https://www.justiceinspectorates.gov.uk/hmiprisons/our-expectations/prison-expectations/rehabilitation-and-release-planning/children-and-families-and-contact-with-the-outside-world/>
* An example of good practice reported by HMIP was in March: HMP & YOI Rochester, Extended family visits were organised by the gym to enable men to spend quality time with their children. In their survey, 99% of men said that they had daily access to a phone. The use of Home Detentions Curfew’s (HCD) and Release on Temporary Licence (ROTL) for family contact was described as ‘encouraging’.

**3. To improve the use of evidence and data, the body that considers ‘what-works’ to rehabilitate offenders should also act as a repository of information about effective family work.**

* The Ministry of Justice continues develop its understanding of what works. The Service and Improvement Support Directorate manages the [A-Z What Works](https://intranet.noms.gsi.gov.uk/support/a-z-what-works) resource on the HMPPS Intranet designed to help providers make evidence informed decisions about people in our care. This includes content on:
	+ Care Leavers
	+ Children and Family services for women in prison
	+ Family Relationships
	+ What is it like to visit someone in prison?
* We are also developing an evidence landing page for launch in 2018 to bring together and provide links to existing sources of information, data and evidence in one accessible place.
* Additionally, for data from Family Services providers, please see NICCO website, <https://www.nicco.org.uk/>.

**(Recommendation 3 & 12)**

**4.** **Family work should be included in all four standards in the White Paper (1. Public Protection; 2. Safety and Order; 3. Reform; 4. Preparing for life after prison)**

The response to this recommendation is still being developed, however, note the following updates.

**Business plan:**

* HM Prison and Probation Service Business Plan 2018-2019, published July 2018, commits Governors to implement the Farmer Review recommendations and improve positive family ties through the improvement of digital services.

**Reform:**

***Education***

* We relaxed the education funding rules (in October 2016) empowering governors to commission provision of this type from their existing providers.  New education commissioning arrangements will be in place across the adult estate in England from April 2019.  Those operate under a new definition of the purpose of prison education:

*The purpose of education in prisons is to give individuals the skills they need to unlock their potential, gain employment and become assets to their communities. It should also build social capital and improve the well-being of prisoners during their sentences and once released.*

* This absolutely enables prison governors both to commission family learning and to appoint an organisation to deliver it.

**5. Prison performance measures, which would enable comparisons to be made with similar prisons for the purposes of learning from practice, should include a family related measure such as rate of prisoners who receive visits on entry and exit and rate of prisoners engaged with their family, or other supportive relationships, on entry and exit.**

* We are developing new performance measures which we will pilot in 2018 for future implementation. This will provide crucial guidance to deliver more consistent services to improve relationships between prisoners, their family and significant others, such as extended visitations and family days across the prisons estate.
* Part of the measure will allow establishments to demonstrate their use of management information with regard to those who do/do not receive visits and that this data contributes to local strategies and development plans.

**6. Contact details of family and significant others should be mandatorily requested by prisoner escort services before a prisoner leaves court and immediately added to his prison file, with this and other information on key relationships updated on an ongoing basis and sent with him when he moves establishments.**

* The Prisoner Escort Record (PER) pilot has been running in a few prisons, Prisoner Escort Contract Services and Police areas have been using an updated version of the PER. Operational Security Group are running a monthly working group, which is reviewing this document and seeking to bring the pilot to a close.
* A new version of the PER which meets several criticisms and recommendations made over the years will include a “Family or Significant Other” Name and Contact Details in the revised PER. Work is currently underway to finalise the feedback and requirements for the form which will be redesigned and submitted for approval. The new national PER will then be implemented.
* Subject to design, approval and sign off across multi-agencies and then a rollout and effective implementation this should be achieved by the end of the business year (March/April 2019).

**7. If a prisoner cannot name anyone he will want to contact on the first night this should be flagged and active steps taken to try to reconnect him with family or others with whom he might be able to develop a supportive relationship.**

* HMPPS recognise that initial days in custody can be distressing and isolating for prisoners, particularly those who have lost contact with their families. Reception and First Night procedures will identify a next of kin for prisoners and a phone call to a friend or loved one is always offered. The OMiC model ensures that prisoners are allocated a key worker as soon as practical and this prison officer will work with the prisoner throughout their sentence to support them to maintain contact. Prisoners also have access to the Chaplaincy during their initial days in custody and often they also provide valuable support in maintaining and developing family ties.
* The way prisoners are case managed through the custodial sentence is being revised within the Offender Management in Custody model (OMiC). The purpose of the changes is to ensure that:
* every prisoner should have the opportunity to transform their lives by using their time in custody constructively to reduce their risk of harm and reoffending;
* to plan their resettlement;
* and to improve their prospects of becoming a safe, law-abiding and valuable member of society. OMiC recognise the value and importance of the role of families.
* The first element of OMiC is key work in the male closed and women’s prisons (open prisons will not have key workers). This is currently being rolled out and every prisoner will be assigned a key worker who will work closely with a small cohort of prisoners on a weekly basis to help motivate and support them to achieve their goals throughout their sentence. The key worker will get to know their assigned prisoners and we encourage them to include consideration of the prisoner’s family in this.
* Governors are free to develop the key worker scheme to suit their prisons as the context and focus for different types of prisons will be very different. So, whilst we are not proposing to set up a process to capture information about whether prisoners can name someone they want to contact when they first come into custody, we would expect that the first night arrangements in place in reception/local prisons and the introduction of key workers will address this.
* In the guidance we have developed for Governors and their teams we suggest that family and significant other relationships are of importance. We have encouraged governors and their teams to develop a range of activities that key workers can undertake with their prisoners. One example of this is the key worker attending domestic visits, this can be an avenue for families to meet the key worker and address concerns and to understand the key worker role and its benefits. Most establishments have contracts with family service providers and these can be a useful resource for key workers.
* Further to that, key workers may also seek to engage the family in specific circumstances, depending on the situation and where consent has been provided, such as:
* Stages of crisis – attendance/ informed about self -harm reviews or to be proactive at the point of visible triggers
* Where there is a need for separation and segregation
* Concerns regarding mental and physical health that may need to be shared
* Celebrating achievements/ milestones whilst in custody
* Supporting those preparing for release into the community either through temporary licence or released on licence
* The other aspect of the OMIC changes will be the introduction of a different approach to case or offender management for some long-term offenders. For them the offender manager will be located inside the prison rather than, as now, in the community. We would expect that this change will lead to opportunities around better embedding families in the management of offenders whilst in custody such as prison offender managers:
* developing a greater knowledge and understanding of a prisoners’ family situation;
* engaging families and key workers to develop trust and confidence; and to
* create opportunities for prisoners to engage positively with family services and activities offered.

**8. Empowered governors’ tenures should be of sufficient duration to demonstrate that they have added value to the prison, as Performance Agreements last for three years this should be the minimum length (apart from in exceptional circumstances)**

* To ensure that there is more stability in prison leadership, the aspiration of HMPPS is that governors will remain in post at prisons for a sustained period and that turnover will reduce. The aim of HMPPS is to maintain Governors in place for three years subject to performance or any other exceptional operational circumstances or personal factors.

**9. When governors are in the process of making a decision about granting ROTL, family ties and supportive relationships should be one of the considerations.**

* Eligible prisoners may apply for release on temporary licence (ROTL) specifically to maintain family ties, as well as for other activities that can help resettlement, such as work, education and training.

**10. Men who are eligible for ROTL should be able to attend visits outside the prison gate, whether on approved premises or in the wider community.**

* HMIP have reported that the use of ROTL for family engagement has increased.
* We have to make sure prisoners are rehabilitated properly, using tools like release on temporary licence (ROTL).  We know that ROTL can help to reduce re-offending by providing opportunities to work, learn,  build family ties and assist with meeting housing needs.
* Governors need to be able tailor their ROTL regime to the circumstances of each offender and the opportunities available. We have consulted those involved in taking ROTL decisions (prisons, probation and police) and those who provide opportunities for prisoners to work on ROTL and are currently considering the responses.

**11. Governors should be intentional about ensuring all prisoners who do not have family or other support – for example if they have been in the care system – are helped to form relationships with people outside or peers inside.**

**Care leavers**

* A guidance paper has been produced which highlights the unique needs of care leavers to guide Governors on the important elements to include when developing their local Families and Significant Others Strategy
* A key deliverable has been added to the draft PSP North Priorities document as follows: “The Families and Significant Others’ Strategies produced for each prison will set out how the prison identifies and supports care leavers. This will include recognition of the role of the Personal Advisor from the local authority (where appropriate)
* Progress on this will be monitored via a requirement for each prison to produce a quarterly position statement for Care leavers. The first round of submissions received in June demonstrate that 25 prisons have already taken steps to formally recognise the needs of care leavers in their strategy.

**Older Prisoners**

* The Ministry of Justice is aware that the number and proportion of the prison population who are older prisoners (defined as aged 50 and over) has increased.
* The Ministry of Justice has undertaken scoping work to identify the current position regarding the older prisoner population, looking at current provision to identify any gaps and identifying existing best practice. We are also looking to identify gaps in evidence and data, with a view to developing options for future work.
* At the end of last year, we presented our findings to date to a steering group of external experts to test our work and identify new ideas for consideration.  Further work is underway to develop options.
* With an ageing population, we need to be prepared for how we can provide safe, decent and suitable services, accommodation and support for men of all ages. The Model for Operational Delivery (MOD) for older prisoners gathers together key evidence, relevant literature and good practice examples from across the estate to aid Governors in their planning, so that they can cater for the needs of older prisoners.
* The MODs recognise the need to consider the varying requirements of prisoners according to prison function and/or cohort. Accordingly, governors may put appropriate adjustments in place, for example for elderly prisoners, close family or friends may also be older and may find it challenging to travel for visits. Therefore, governors may allow accumulative or extended visits, as a reasonable adjustment, on request.

**Social visits**

* Social visits are one of the main protective factors forpeople held in custody. Evidence suggests that a lack of familial contact can lead to violent or self-harming behaviours, which will have a detrimental impact on prisons and prisoners. The statutory entitlement to social visits for convicted prisoners is two visits in every four-week period.  In addition, policy allows for a visit on reception.  Empowered Governors can add to this time with additional family visits or longer sessions to encourage family relationships.
* Providing visits in a relaxed environment is important. This may have a positive impact on the welfare of the prisoner as well as their motivation to engage in resettlement activities.
* Family learning or homework clubs can also provide an opportunity for family members to undertake educational activities and homework together in a fun and dynamic way, retaining family ties and involving prisoners in their children’s education while encouraging their own relationship with education. Such events work most effectively when the focus of the session is about the interaction between the prisoner and their children.
* Prisoners families should be made aware of existing schemes that are available which can facilitate and enhance family visits, including the Assisted Prison Visits scheme ([PSI 16/2011 Providing Visits and Services to Visitors](https://www.justice.gov.uk/downloads/offenders/psipso/psi-2011/psi-16-2011-providing-visits-and-services-to-visitors.doc)).
* Emailaprisoner.com and, in some prisons, the introduction of in-cell telephones can act as additional methods of maintaining family ties.

**12. To support them in this, the body that considers ‘what-works’ to rehabilitate offenders should examine the effectiveness of models that help prisoners without supportive relationships to develop these, or to reconnect safely with family and others from their past.**

* (See recommendation 3)

**13**. **The Ministry of Justice should make a fund available that governors can bid for to trial innovations that engage with families specifically in order to prevent suicide.**

* Bids were invited to provide consider innovations that engage with families that focused on prevention of self-harm and suicide in May 2018.
* Bids were evaluated.
* The results of this exercise are yet to be published.

**14. As part of their Performance Agreement, each prison should establish a clear, auditable and responsive ‘gateway’ communication system for families and significant others – a dedicated phone line that is listened to and acted upon.**

**14.1 Families’ concerns about mental and physical health should be properly recorded and action taken.**

**14.2 Families (and significant others) should be properly informed about the opening of an ACCT document and able to request the opening of an ACCT document.**

**14.3  If after completion of a risk-based assessment an ACCT document is opened they should be kept appropriately updated of any intervention/action arising from this.**

**14.4 If, after the completion of a risk-based assessment, it is decided not to open an ACCT document, then the family member or other person who raised the matter should be written to detailing the reason for the decision.**

* Governors will establish a process that enables family members and/or other people with concerns about a prisoner’s safety to make contact with an identified member of staff without delay. On receipt of such information:
* A member of staff will physically check to make sure that the prisoner is safe.
* The information received will be used to determine:
* for a prisoner who is not being supported through the ACCT process, whether or not to open an ACCT document, or what other action is necessary;
* for a prisoner who is being supported through ACCT, whether or not a review is necessary.

The process must include prompt feedback to the person who raised the concerns, to confirm that the individual is safe and (with due consideration to the appropriateness of the level of information sharing) to describe what action is being taken.

* This service may be required at any time, and Governors will therefore need to ensure the effectiveness of the provision at all times of the day and night, and that it is sufficiently resourced. The potential benefit of this service will include reducing the risk of self-harm and suicide, particularly after a difficult visit or phone call, or the receipt of bad news.

**15. Development of leaders and staff must support governors in fulfilling their Performance Agreement requirement to provide a staffing structure that makes family work an operational priority:**

**15.1 Given that family work has been characterised by unacceptable levels of inconsistency across the estate, the leadership capability strategy referred to in the white paper should make this area of responsibility a priority.**

**15.2 The new leadership programme should give governors a solid grasp of the impressive evidence base that shows good relationships with families are key to rehabilitation and reducing intergenerational reoffending.**

* HMPPS, MOJ and Clinks staff are in discussions with learning and development colleagues regarding the best approach to supporting Governors/Directors and their senior managers to provide effective selection and management of family services contracts.

**16. All new-build prisons should be subject to the Government’s Family Test and required to produce a family impact assessment which should be published.**

* We recognise that visits from family and friends can have an extremely positive effect on the rehabilitation of prisoners.
* Therefore, enabling family contact has been an important consideration of the design of the new prisons, particularly as they will hold resettlement prisoners. The new prisons are being built to include high-quality visitor facilities that will give families and friends a good experience in a safe and secure environment so that they come more often.
* As part of the design process, we have engaged with stakeholders, including operational experts and the third sector. This has also involved working with health and social care partners to ensure the needs of those with disabilities are met, including visitors to the prison.
* It will be for the operator of the new prisons to undertake the appropriate consideration of the impact on families in the development of their own operating model in line with the relevant operational policy.

**17. Consideration should be given to the closeness of family or other supportive relationships as part of any proposed movements of prisoners out of their home region.**

**Future vision for the adult male estate**

* The vision for the adult male estate in 2021 shows a reconfigured estate with clearer functions for establishments – reception, training and resettlement, and men held in the right conditions to access the necessary services and support at the right time in their sentence to support their rehabilitation.
* There are complex and wide-ranging issues involved in transferring prisoners, and allocation decisions must reflect both the specific needs and circumstances of the prisoner, as well as the operating environment and range of services at the receiving prison.
* Allocation decisions include consideration of closeness to home and family, alongside other factors such as time left to serve, categorisation, and the identified offending behaviour requirements set out in the prisoner’s sentence plan.
* We recognise that closeness to home is important for maintaining family ties. Given restraints in existing geography and infrastructure, we are not always able to hold prisoners close to home while having access to the right services.
* As in the current estate, those in Training Prisons may be further from home in order to access the right interventions. However, we have prioritised closeness to court for men on remand and closeness to home for men serving short sentences, and during their resettlement period preparing for release into the community for longer sentences.
* As part of the reconfiguration of the estate, men will spend longer in resettlement establishments, where they will be better able to prepare for their release, closer to home. This will be supported by the Offender Management in Custody model.

**Models for Operational Delivery**

* To support the transformation of the adult male estate, we have developed Models for Operational Delivery (MODs) for each prison type and for specialist cohorts.
* There is a MOD for each prison function: Reception, Training and Resettlement, and there are three separate MODs for specialist cohorts: Men Convicted of Sexual Offences, Older Prisoners and Foreign Nationals.
* MODs are based on data and evidence to support governors in delivering effective and efficient services according to the function and cohorts the prison will hold.
* Each MOD emphasises the importance of visits and maintaining family ties. This includes taking into consideration the needs and sentence length of different cohorts and the type of prison they are held in.
* The MODs advise that families should be made aware of existing schemes to facilitate and supplement family visits, including Prison Voicemail and the Assisted Prison Visits scheme.
* The MODs recognise the need to consider the varying requirements of prisoners according to prison function and/or cohort. Accordingly, governors may put appropriate adjustments in place, for example:
	+ For elderly prisoners, close family or friends may also be older and may find it challenging to travel for visits. Therefore, governors may allow accumulated visits, as a reasonable adjustment, on request.
	+ Where prisoners are further away from home (for instance, in a Training Prison), empowered governors’ have discretion to allow additional time with family members who travel long distances. Enabling longer sessions can have a positive effect on these relationships, even if the visits are less frequent.
	+ The statutory entitlement to social visits for convicted prisoners is two visits in every four-week period, however, empowered governors’ can add to this time with additional family visits or longer sessions to encourage family relationships, especially in a Resettlement Prison when preparing for release and community integration.
	+ There is provision for Foreign Nationals to have a free five-minute telephone call once a month where there has been no social visit within the preceding month. Governors can also consider providing international calling credit to those with limited access to funds.

**Existing Visiting Schemes**

* Prisons should ensure that prisoners and their families are aware of existing schemes that can facilitate and supplement family visits, including Prison Voicemail and the Assisted Prison Visits scheme (PSI 16/2011).
* The Assisted Prison Visits Scheme provides help with travel expenses for prisoners’ close relatives, partners or sole visitors who meet the qualifying rules on income. This contributes to resettlement by helping to ensure family ties are maintained.
* The Official Prison Visitors (OPV) scheme is available to all prisoners regardless of whether they have visits from family or friends. However, it is particularly important for those who do not receive visits, and offers friendship and support both in prison and on release.

**The Digital Change Programme**

* The Digital Change Programme has been created to improve the use and capability of digital networks and tools within public sector prisons.
* This programme aims to deliver digital capability that will underpin and support the rehabilitation of prisoners. The digital network will support the maintenance of family ties.
* Based on the current scope of work, the following digital services may form a wider service offer by 2019, which will include prisoner-visits booking and accessible and affordable in-cell telephony.
* A £30m package announced by Justice Secretary, David Gauke on 10 July. £7m of the budget will be used to increase the number of in-cell telephones for more prisons. Currently most prisoners queue for public phones on the landings, which can be the trigger for violence or fuel demand for illicit mobile phones. Some of our modern prisons have in-cell phones with strict security measures, meaning calls to family can take place in private. Prisoners will continue to pay to make these calls.

**17.1 Governors should arrange, in collaboration with HMPPS Population Management Unit, to ensure prisoners moved out of area are repatriated at the earliest opportunity to the prison region of their family and wider community (if beneficial to the successful completion of their individual sentence plan).**

* Resettlement Prisons prepare an individual for release and resettlement into the community through (re)building, maintaining or improving family and community ties and providing access to local community services. Resettlement Prisons are changing both in relation to the cohort they hold and the nature of service that could be provided to meet their needs.
* In future, Resettlement Prisons will hold two broad groups of prisoner preparing for release: those serving shorter sentences who arrive directly from a Reception Prison, and those serving longer sentences who have spent time in a Training Prison. Every person transferring in to a Resettlement Prison will serve a minimum of 28 days there prior to their release.
* Resettlement Prisons play a fundamental part in our prison system, preparing an individual for release and resettlement into the community through (re)building, maintaining or improving family and community ties and providing access to local community services.

**17.2 As part of any decision concerning prison re-rolling, governors in collaboration with HMPPS, should be required to produce a family impact assessment that considers the proximity of prisoners to their families or other supportive relationships. This should also be published**

* Closeness to home is one of a number of factors considered when choosing where to place prisoners. We also consider other factors such as length of sentence, security category and offending behaviour requirements including the employment, education and interventions needed to support an individual’s rehabilitation. While geography has formed part of the modelling we have undertaken to plan for future prison functions, there may be a need for an individual to be placed further away from home during the training portion of their sentence to enable them to access a specialist intervention.
* Closeness to home is particularly important for men in their resettlement period, nearing release, where they need to (re)build family ties, secure housing and health services and look for work.
* To support this, HMPPS will ensure that most offenders are returned to their home probation area for release, where they will be managed by either a community rehabilitation company or the National Probation Service (depending on the level of risk they pose). This will provide continuity of service for offenders in custody and the community.
* As we reconfigure the prison estate, we will see men spending longer in resettlement prisons prior to release, to ensure they have sufficient time to access the relevant services and spend a larger part of their sentence closer to their families.
* It is for each prison to carry out their own Family Impact Assessment. To this end, family services budgets are devolved, giving ggovernors’ flexibility and discretion to put in place the services that best meet the needs of their prisoners.
* Reconfiguration Delivery leads will support governors as they undertake their Family Impact Assessments as part of the mobilisation and transition to their new operating model.

**18. The MoJ should require prisons to demonstrate mutually beneficial links with local businesses, schools and other bodies in the wider community.**

* An example of mutually beneficial links is the new National Information Centre on Children of Offenders (NICCO) (<https://www.nicco.org.uk/>) provided by Barnardo’s and HMPPS in partnership, provides an online resource to support professionals working with the children and families of offenders such as teachers, social workers, family support workers, community health practitioners, prison officers, police and probation officers.
* NICCO includes a new map function where users can either click on a prison to find out what support is available there, or search via geographical region to find out what community based support is available for families.
* The site replaces i-HOP, which will continue to contain hundreds of resources, be updated with services, policy developments, events, training opportunities and practice models.
* We are working to develop and share good practice from the prison estate through NICCO.

**19. Virtual visits using video calling technology should be available for the small percentage of families or individual family members who cannot visit frequently or at all due to infirmity, distance or other factors.**

* We are continuing to explore the options for the use of Internet Based Video Solutions in establishments to facilitate family visits.

**Richard Booty – HMPPS Family Operational lead**

**Angela Christopher – MOJ Family Policy lead**

**2018**

1. <https://www.gov.uk/government/publications/family-test-assessing-the-impact-of-policies-on-families> [↑](#footnote-ref-2)