**HMP Isle of Wight**

**FAMILIES AND SIGNIFICANT OTHERS STRATEGY**

**2019-2021**

Doug Graham

Governor

January 2019

**INDEX**

AIM, VISION & VALUES………………......................................................... 3

EXECUTIVE SUMMARY…………………………………………………………4

CHAPTER 1 INTRODUCTION…………………………………………………..5

CHAPTER 2 LEGAL & OTHER OBLIGATIONS……………………………….7

CHAPTER 3 COMMENCEMENT OF THIS STRATEGY……………………..8

CHAPTER 4 UNDERPINNING PRINCIPLES………………………………….9

CHAPTER 5 ACTION PLAN……………………………………………………..11

CHAPTER 6 ROLES & RESPONSIBILITIES…………………………………..11

CHAPTER 7 TRAINING & SUPPORT…………………………………………..13

CHAPTER 8 COMMUNICATION………………………………………………...14

CHAPTER 9 MONITORING & EVALUATION…………………………………..15

ANNEX ‘A’ LOCAL ACTION PLAN………………………………………………16

ANNEX ‘B’ EASY READ GUIDE…………………………………………………22

**AIM, VISION AND VALUES**

**Statement of purpose**

Our core purpose is to improve public safety by reducing the risk of reoffending through the rehabilitation of residents in custody. Developing and maintaining family relationships will be factors in future desistance from crime. We aim to encourage positive contact between children and their parents supporting development of their relationships. We understand that maintaining family relationships can have a positive impact on reoffending rates, intergenerational offending will reduce and school attendance will improve for children affected by parental imprisonment.

**Our vision:**

To deliver good practice in working with residents, children, families and significant others valued and respected for the services we provide.

**Our values:**

• Recognising that a good quality service for residents, children and families requires the commitment of us all.

• Recognising visits as a family intervention.

• Upholding residents’ human rights and working with them as individuals to become law-abiding citizens.

• Upholding children’s rights to maintain contact with parents where it is safe and appropriate to do so.

• Ensuring that we each have the required skills and competences to work with families.

• Accepting responsibility and accountability for what we do.

• Showing an innovative approach to our work in developing family services.

• Demonstrating a commitment to fairness, equality and respect for each other and those we are in contact with.

The vision and values will influence how we approach our work.

**EXECUTIVE SUMMARY**

HMP Isle of Wight is committed to working with residents and their families. There have been some highly positive developments in this area in recent years and provision for children and families of residents is already well established across the region from a range of sources and providers. However, there is still much work to be done. The success of this work is, therefore, underpinned by very effective partnerships and stakeholder engagement.

Our Family Strategy will contribute to:

• Reducing re-offending.

• Enhancing desistence.

• Delivering and maintaining the recommendations from the Lord Farmer review on The Importance of Strengthening Residents’ Family Ties.

• Delivering and maintaining the recommendations from the Prisons Children and Families Review.

• Fulfilling statutory obligations to safeguard and promote the welfare of children.

• Reducing the incidence of inter-generational offending.

• Contribute to Healthy Prisons test as defined by HMIP Expectations.

This Strategy recognises that families have a vital role to play in helping residents achieve successful rehabilitation and reduce re-offending. There is a growing body of research evidence to suggest that good quality contact has a beneficial impact both during and after a period in custody for residents, children and families.

Research shows that offenders without family support on release are between 2 and 6 times more likely to re-offend in the first year of their release from custody. Additional research (Farrington) shows that male children of offenders are 63% more likely to offend themselves and that rises to 93% when both parents are offenders.

**CHAPTER 1 INTRODUCTION**

This document sets out HMP Isle of Wight’s Strategy, developed taking into consideration the Lord Farmer review into the importance of Strengthening Residents’ Family Ties and other relevant recommendations and reviews. These reviews indicate what it is that the families of residents can expect from the Prison Service when they engage with the prison system and how they can help support offenders.

It identifies the key problems facing families of residents and a plan for developing a sustainable family strategy. The accompanying action plan at Chapter 5 details the measures aimed at addressing these issues. Chapter 9 provides information on the roles and responsibilities for monitoring and evaluating the plan/strategy.

**The requirement for a distinct strategy:**

1.2 We recognise the important contribution that families make in supporting all residents to achieve effective rehabilitation and reduce re-offending. The strategy recognises the importance of families in the resettlement of residents back into the community.

1.3 In developing the Strategy we have considered the United Nations Convention on the Rights of the Child, The Lord Farmer review into The Importance of Strengthening Residents’ Family Ties and the Prisons Children and Families Review and evidence of desistence.

**Strategic Aims**

1.4 The Family Strategy will help to contribute to:

• Reducing re-offending.

• Enhancing desistence.

• Maintaining the recommendations from the Lord Farmer review into The Importance of Strengthening Residents’ Family Ties and other relevant reviews/recommendations

• Fulfilling statutory obligations to safeguard and to promote the welfare of children

• Reducing the incidence of inter-generational offending

• Contribute to Healthy Prisons test as defined by HMIP Expectations

**The benefits of the strategy are:**

* + Better engagement of residents during their sentence and more responsive to prison staff
  + Better pre-release planning and support packages set up at the critical transition point of release back to the community
  + More likely to secure stable housing if relationships with the family have been maintained and the resident has a home to return to
  + Family ties are strengthened and critical relationships can be maintained which reduces family breakdown.
  + Potential for reduction in intergenerational offending
  + The family is treated as a strengthening factor
  + A more integrated approach to supporting residents, children and families can be achieved as community-based children’s services are more fully engaged
  + It will contribute towards a more consistent approach to supporting offenders’ families across the region working in partnership with community-based services

**Related strategies/policies**

1.5 This Strategy is supported by a number of other strategies/policies including:

* Foreign National Residents Strategy
* Child Protection Policy
* Visitors’ Complaints Procedure
* Safer Custody Strategy
* Expectations for Child Centred Visits
* Safeguarding of Children Policy
* I-HOP Safeguard Briefing V4
* Expectations of Family/Child Centred Visits
* HMIP Expectations
* Prison Safety and Reform 2016
* PSP Strategic Priorities
* Lord Farmer Recommendations

**CHAPTER 2 LEGAL AND OTHER RELATED STRATEGIES/POLICY**

* Local Security Strategy
* Searching of the Person
* Assisted Prison Visitor Scheme
* Public Protection Manual
* Providing Visits & Services to Visitors
* Foreign National Residents Strategy
* Child Protection Policy
* Visitors’ Complaints Procedure
* Safer Custody Strategy
* Safeguarding

2.3 The Strategy is compliant with these strategies and policies.

2.4 It is not foreseen that any legislative changes are required to support this Strategy.

**Human Rights**

2.5 Under the Human Rights Act 1998 it is unlawful to act in a way which is incompatible with the European Convention on Human Rights. In order to ensure that the Prison Service meets this obligation, it is necessary to assess every policy from a human rights perspective.

2.6 This strategy has been screened and concluded that it does not have the potential to engage or interfere with any of the Articles as its purpose is to take action to enhance the right to a family life.

**CHAPTER 3 COMMENCEMENT OF THIS STRATEGY**

3.1 The Strategy is effective from 1st April 2018 although we have already commenced work in some areas. Some examples of work that has already been initiated include:

• We recognise that it is important that children have a chance to spend time with their parent who is in custody and that is why we arrange Child Centred Visits or Family Days. These events allow child and parent to play and have fun together.

• Key family members or significant others are invited to residents’ post programme review alongside their facilitator, offender supervisor / offender manager in order to discuss their progress and future needs. We recognise that the resident’s family / significant others are key in helping in the positive work to reduce risk and help support rehabilitation and desistance.

• We believe that family engagement in supporting residents with safer custody needs is immensely beneficial in reducing harm and trauma to individuals which in turns plays a strong part in reducing reoffending. We have a dedicated Safer Custody phone line for family and significant others to use in order to relay concerns they have about their family member in prison. We actively invite participation from family and significant others into ACCT reviews which again helps reduce harm and build stronger relationships.

**CHAPTER 4 UNDERPINNING PRINCIPLES**

4.1 The key driver for the Family and Significant Others Strategy is the Lord Farmer Review and also taking into consideration other relevant recommendations, strategies and research. We recognise the important contribution that families make in supporting residents during imprisonment to achieve effective rehabilitation and reduce re-offending. Research has shown for example that residents without family support on release are much more likely to re-offend in the first year.

4.2 There is evidence to suggest a link between the maintenance of supportive family ties and reduction in re-offending. Many residents’ relationships are broken and fragmented as a result of their offending, leaving their families unsupported, and increasing the likelihood of inter-generational offending, mental health and financial problems.

4.3 Children and families can play a significant role in supporting residents to make and sustain changes which can reduce offending. In order to assist with this there is a need to support family relationships by providing life skills and relationship skills training during the sentence.

4.4 The role of the voluntary and community sector and faith organisations is important in providing support for residents and their families in their communities.

**The Strategy aims to:**

• Reducing re-offending

• Enhancing desistence

• Maintaining the recommendations of the Lord Farmer review and other relevant recommendations

• Fulfilling statutory obligations to safeguard and to promote the welfare of children

• Reducing the incidence of inter-generational offending

• Contribute to Healthy Prisons test as defined by HMIP Expectations

**Underpinning principles**

We at HMP Isle of Wight will:

• Treat families with respect, decency and dignity

• Provide safe and secure visiting facilities in a family friendly, neutral environment

• Identify and promote opportunities for families to build and sustain meaningful relationships and be involved in key aspects of the sentence, where appropriate

• Work in conjunction with young people to develop facilities and services to assist in building and maintaining meaningful relationships with relatives in custody

• Work in partnership with other organisations in the public, private and voluntary sector that deliver services to families to support the co-ordination and integration of these services to meet the needs of residents and their families.

• Ensure that we comply with all relevant legislative and statutory requirements.

• Maintain robust child protection policies.

• Develop and publish minimum standards of service delivery for families when they engage with the Prison Service and audit performance against these standards.

• Develop and display a Visitors’ Complaint Policy.

**Desistence**

We know that supporting offender’s family relationships can help to improve resettlement.

[NOMS Evidence & Segmentation](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/280924/evidence-segmentation-2014.pdf) sets out NOMS’ position on evidence, how it should be used, and summarises what is currently known about the effectiveness of different approaches. With regards to families it states:

* A lack of supportive and pro-social family / marital relationships is identified as one of the [nine main factors](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/280924/evidence-segmentation-2014.pdf) linked to reoffending and desistance (2013)
* There is promising but not yet conclusive evidence for relationship coaching interventions and encouraging and enabling family visits to residents, and more evidence is needed in these areas.

**Other Sources and Information:**

* A Ministry of Justice review of [evidence](https://www.gov.uk/government/publications/transforming-rehabilitation-a-summary-of-evidence-on-reducing-reoffending)  includes family and relationships support interventions (2013).
* [Residents’ 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 residents, 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)
* Women more likely to experience [domestic violence](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/380090/women-cjs-2013.pdf) (2013)
* Emerging learning on developing [partnerships](http://www.barnardos.org.uk/resources/research_and_publications/working-with-offenders-families/publication-view.jsp?pid=PUB-2400) from a NOMS funded pilot of probation based family support services (2015)
* Emerging learning from a NOMS / Dept. BIS management review about [better targeting of family case work and interventions](https://policis.com/publications.htm)  (2014)
* Advice and Information for commissioners and professionals working with offenders’ families through <https://www.nicco.org.uk/>

**CHAPTER 5 ACTION PLAN (See Annex A)**

5.1 Following consideration of the issues raised by prison staff, residents and their families (including children and young people), and incorporating recommendations from the Lord Farmer Review and other relevant recommendations / reviews, a local action plan has been developed to track the recommendations already implemented or to be implemented.

5.2 The action plan sets out, under headings focused on where Lord Farmer made specific reference to key elements of proposed performance agreements, who needs to do what to achieve the desired outcome and also provides a baseline against which progress can be monitored.

5.3 Work has been progressing on improving services/facilities for residents’ families as this Strategy has been developed, and as a consequence many measures have already been put in place.

**CHAPTER 7 TRAINING & SUPPORT**

7.1 It is vital that a full training needs analysis of all staff working with children and families is carried out. It is, however, likely that topics will include:

• Family Support Services (through staff briefings)

• Hidden Sentence Training

• Child Protection and Safeguarding

• First Aid

• Diversity

• Complaints Procedure

• Parenting Matters

• Awareness of services, resources and information to support offenders and their families.

7.2 It is also vital that awareness of this Family Strategy and of the special needs of families and children is included in all staff/partnership training including new staff so that staff are introduced to the concept of family involvement. Training will include input from the agencies working with the families of residents.

**CHAPTER 8 COMMUNICATION**

8.1 It is important that the strategy be clearly and effectively communicated and that staff are kept up-to-date with implementation of any sections of the action plan that are not yet fully developed. The Children and Family Champion will play a key role in communicating how best to build meaningful relationships between residents and their families.

8.2 Establishments will develop their local Reducing Reoffending policy based on the content of this strategy. The reducing reoffending document will clearly set out the range of services that are available to families and identify, who, within the establishment, is to fulfil the various roles in terms of the delivery of the strategy.

8.3 The names and contact details for the establishment’s Children and Families Champion and other relevant staff will be provided to staff, residents and visitors.

8.4 List of main strategic partnership forums that the establishment is engaged with:

* Reform Meeting
* Safety and Order Meeting

**CHAPTER 9 MONITORING & EVALUATION PROCEDURES**

9.1 In order that the strategy continues to be developed the following monitoring procedures are proposed:

9.2 Monitoring of the implementation of the strategy on a day to day basis in establishments will rest with the Children and Families Champion with support from Visits/Resettlement staff and the Visitors’ Centre. Overall responsibility and accountability for the strategy will sit with the Head of Operations.

Monitoring will include:

• Conduct an annual C & F Data collection exercise

• Scrutinising numbers visiting

• Recording numbers of requests for help/advice

• Obtaining feedback from residents/families

• Numbers of complaints related to children and families

• A measure of the quality of residents’ family relationships

9.3 Evaluation of the success of the strategy will be conducted through any Visitors’/Residents’ Surveys that take place.

**CHAPTER 10** WORKING **IN PARTNERSHIP**

In October 2018 HMP Isle of Wight signed a 4-year agreement with Barnardo’s to deliver family services.

Barnardo’s have over 150 years’ experience of supporting children and by commissioning their services HMP Isle of Wight can bring their expertise into our prison environment.

Prisoners will be provided with information on how they can access support by:

* Induction packs.
* Posters/literature available in every wing

These will include:

* The importance of maintaining positive family relationships
* Assisted prison visiting scheme
* Family support, accessible within the prison and where their families live
* Activities/enrichment programmes
* Emotional health and wellbeing

Literature will be appropriate for low literacy skills and include alternative formats meeting the diverse needs of prisoners and their families, including Easy Read versions.

 To enable a whole prison approach to supporting healthy family relationships Barnardo’s will engage with prison staff and other prison-based organisations.

The Prison Visits for Family Support Service (PVFSS) Team will attend staff meetings, provide information and contribute to the Visits Advisory Committees and Reform meetings.

Furthermore, Barnardo’s offer Hidden Sentence Training, providing a clear overview of the impact of imprisonment on families with a range of support strategies and resources.

The collaborative approach to assisting prisoners’ families and significant others will embed Barnardo’s at the heart of how HMP Isle of Wight supports prisoners to maintain contact with families and significant others throughout their time in custody.

**Barnardo’s are contracted to provide the following Visitor Centre/Visitor Reception Services**

HMP IOW have one purpose-built visitor centre for the Parkhurst and Albany site visitors. It is managed by the Barnardo’s Prison Visits for Family Support Service (PVFSS). The centre is managed by contracted staff and volunteers and is open for all visitors**,** prior to and after visits.

Visiting hours are Monday, Friday, Saturday and Sundays from 11am – 5pm.

The centre offers refreshments, support from Barnardo’s staff, and advice and information for any families experiencing any difficulties, during visits or in their lives.

Dedicated Visitor coordinators are present during visiting hours and ensure the smooth running of visits, and offer support and assistance where needed or necessary.

The Prison Visit Support Service for Families provides a comfortable and welcoming visitor experience and offers:

* A welcoming visitor centre manned by trained staff and volunteers
* Information packs for first time visitors – adults and children
* Displays of relevant sources of support in visit halls and centres
* Visual displays explaining visit, searches and security processes
* Child protection information and reassurance
* Space for 1:1 support and signposting
* Travel advice and support

**Staffing structure to ensure family work represents as an operational priority**

Barnardo’s have a team in place to provide a holistic service to families and prisoners, this team includes a Children’s Services Manager, a senior practitioner, dedicated visit coordinators, play leaders and volunteers

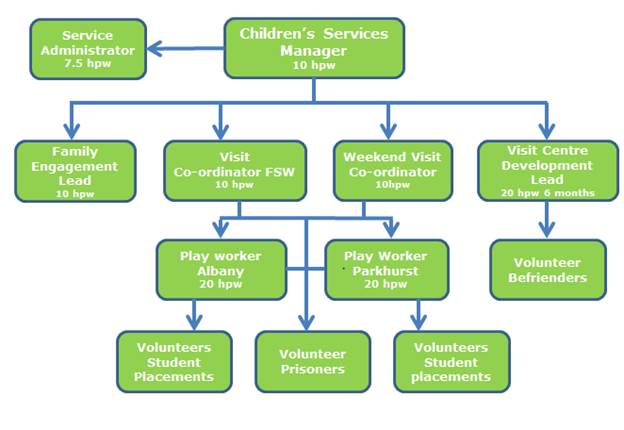
The team provides support to families and children visiting, support to the individual prisoner via the senior practitioner and to all fathers in prison.

The team delivers parenting programmes that focus on how fathers in prison can maintain positive relations with family members whilst they are inside the prison.

The play leaders manage the play areas, they plan and provide engagement activities to ensure positive interaction takes place between families and loved ones during visits.

 Barnardo’s are working collaboratively with colleagues across the nation in services alike, and are supporting families identified who visit HMP IOW from across the UK.

Barnardo’s Staffing model At HMP Isle of Wight



**Extended Visits – to enable supportive relationships to flourish**

Family days are managed and run by the PVFSS. The Family days run from 11 – 4pm.

There are 6 child contact family days during the year. Barnardo’s staff plan themed resources and activities to ensure that these days are focused on the family, are fun and interactive and the children, prisoners and family members spend quality time together, talking and engaging in a more relaxed environment than normal visits.

Play leaders and Visit co-ordinators facilitate these days and proactively encouraging families to participate in the activities together, whether it is making celebration cards, making crafts or completing homework together.

Following discussions with Prisoners and other stakeholders we have increased children only days to 6 per year, so there is a 50/50 split over the 12 months which would appear to be fairer.

The dates for Family Visits in 2019 are listed below, but these dates may be subject to change due to operational reasons.

A minimum of three weeks’ notice is required to allow the PVFSS sufficient time to order books for children and any special catering arrangements.

**Family Learning – to equip prisoners to maintain and improve relationships**

Barnardo’s recognises the importance of positive family relationships in rehabilitation and reduction of reoffending and offers support to families and prisoners to maintain and strengthen relationships.

The PVFSS deliver Storybook Dads and the Family Links Parenting programme to Prisoners (those that are appropriate for the course and meet the required thresholds). Storybook Dad is an initiative that enables Dads to record a story and send it home for their children to listen to, bringing their voice into every day home life.

The family links programme is a 10-week nurturing parenting programme for parents in prison that focusses how prisoners can communicate well with their children and family from a distance, and how they can get the best out of family life given their circumstances.

The course covers topics such as ‘understanding how to recognise feelings’ (Children’s and prisoners) ‘exploring different approaches to discipline’ and ‘understanding Children and family life as it is’. This is an evidence based, monitored and evaluated course to improve parent and child relationships and to make a positive difference

The PVFSS senior practitioner offers one to one or whole family sessions on supporting and offering given and to improve family life and relationships. The Visit Co-ordinators are in attendance at Family visits to provide advice, guidance and brief interventions to prisoner and families on the day of visits.

**Gateway communication system**

Visitor forums are regularly conducted within the prison and views on visit provision are gathered via a self-reported user satisfaction process by Barnardo’s staff. Feedback forms are available in the visits centre and the visits hall and offer an opportunity to give immediate feedback regarding the visits experience. Barnardo’s staff will assist any visitors who have literacy difficulties to complete the form.

The prison has a Safer Custody hotline here visitors and family members can telephone the prison and raise concerns about a prisoners’ wellbeing. The phone line is checked twice daily.

**Digital and Technology**

At present there are two digital media in place at HMP Isle of Wight to support prisoner contact with family and significant others.

**Emailaprisoner.com** – Allows contact with prisoners via email. This means a printed copy of the email is given to the prisoner.

**E-payments Service** – This enables prisoners to receive external digital money payments thus reducing the chances of accumulating debt.

Additionally, The National Information Centre on Children of Offenders, formerly i-HOP, has been established to provide an information service for all professionals who come into contact with the children and families of offenders, as well as academics and those responsible for strategic development and commissioning.

The Centre is delivered by Barnardo’s in partnership with Her Majesty’s Prison and Probation Service (HMPPS).

Prisoners families and significant others can access the National Information Centre for the Children of Offenders at <https://www.nicco.org.uk/>

**Care Leavers**

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.

Care leavers are identified on reception via self-disclosure. The details of these are then passed onto the local CRC to arrange appropriate local authority support.

**Contract Management**

The Barnardo’s Service Level Agreement is monitored by the Head of Reducing Reoffending with the budget being held by the Head of Operations

Contract Review Meetings are held quarterly between the Prison and Barnardo’s

**Performance and Measurement**

Barnardo’s performance is measured against the following KPIs at the quarterly contact review meetings.

* Number of prison visit sessions staffed by play leaders
* Visiting centre opening hours
* Visitor centre staffing: paid staff/volunteers
* Number of referrals of prisoners to enhanced work (group-based programmes and 121 work)
* Reason for referral (categories to be agreed)
* Number of programmes delivered
* Number of prisoners engaging in enhanced work
* Numbers of prisoners completing enhanced work
* Outcomes for prisoners receiving enhanced work (to be agreed)
* Attendance at reform meeting quarterly to deliver quarterly performance report

**Keyworkers supporting the Effective Families and Significant others’ Strategy**

A key worker is a residential prison officer who provides regular one to one engagement with a small prisoner caseload, to support, challenge and guide them through their sentence. All of the residents at HMP Isle of Wight will get a key worker.

In addition, probation officers and senior probation officers will work alongside prison staff to give valuable additional support to those prisoners who are part of the National Probation Service caseload.

Key working aims to build a meaningful relationship and ensure the resident makes the most of their time in custody. The key worker will encourage the resident to consider what support they need in custody and in preparation for release. They will be asked to consider who is appropriate within their circle of support and how they can develop that relationship. The resident will be expected to do the work themselves with the key worker signposting groups, interventions and methods of maintaining contact that can support.

Within a key work session conversation will be held to encourage a resident to take a holistic view of their life and work towards a broad foundation of support inside and outside of the prison. This will be evidenced in key worker session case notes and in conjunction with Prison Offender Managers (POM) to provide Public Protection context.

**Developing Innovation and Practice**

Visits forums take place monthly and alternate between the Parkhurst and Albany sites.

These are attended by prisoners, representatives of the prison and members of the PVFSS.

An additional yearly survey is conducted by the prison to determine the needs of the prisoner population here at HMP Isle of Wight.

The current provision will be reviewed annually and amended as new ideas and initiatives are developed locally and nationally.

ANNEX A FAMILY VISITS DAY CALENDAR

ANNEX ‘B’ EASY READ GUIDE

**What we offer:**

***FAMILY DAYS:***

*The Children’s Family Days are focussed around family members who are under the age of 18, who may not always get the opportunity to visit you or feel uncomfortable in the normal domestic visits situation. Adult and Child quizzes, raffles and photos are part of the day.*

*The Adult Family Days will be focused around family members over the age of 18 to allow the opportunity for a more relaxed and comfortable visit. Raffles, photos and a quiz are part of the day.*

*The Lifer days currently occur twice per year and all lifers are guaranteed (ensuring criteria is met) a place but also have the opportunity to attend the Children’s Family day if they have young children. Again these visits are more relaxed with activities and photos part of the day.*

***STORY BOOK DADS***

*The resident chooses a book and is recorded reading the story. The recording is downloaded onto a computer where music and sound effects are added (much of this work is undertaken by trained residents who benefits from being able to develop new skills and experience). The finished story is put onto a CD and then sent to the child. Storybook Dads believes that the gift of a story CD from an imprisoned parent, can help to overcome the children’s sense of loss and confusion and help to maintain the bond between parent and child, bringing great comfort to both.*

***POST PROGRAMME REVIEWS:***

*Key family members or significant others are invited to residents post programme review alongside their facilitator, offender supervisor / offender manager in order to discuss their progress and future needs. We recognise that the residents family / significant others are key in helping in the positive work to reduce risk and help support rehabilitation and desistance.*

***RERESHMENTS:***



*Hot and cold refreshments are available to be purchased in the visitors centre on arrival and also in the visits hall which also allows visitors to purchase food and drink for their family member they are visiting.*

***SAFER CUSTODY:***



*Dedicated phone line for families* call and leave a message on ourSafer Custody Line on 01480 335209*.* This message service is checked regularly every day. *Families / significant others are also offered the opportunity of inclusion in ACCTs (Assessment, Care in Custody and Teamwork) (subject to authorised contact by the resident).*

***PRISON VISITORS SCHEME – INCLUDING PEN FRIENDS:***

New Bridge



*A Prison Visitor’s scheme is in place where volunteers visit residents who have no contact with family / friends / significant other. The New Bridge befrienders scheme is available where isolated residents with no contact with family or friends are also able to write to volunteers in the community*.