



HM Prison &
Probation Service



HM PRISON
SERVICE

Public Sector Prisons

South Yorkshire Prisons

FAMILY STRATEGY

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Yorkshire Prisons Group

Our Vision

We have a clear vision which is to be the best we can be, delivering improved performance and outcomes in all aspects of what we do. Our vision statement for the Yorkshire Prisons Group is as follows;

“Working in partnership and proud to deliver quality services, helping to secure a greater future for our communities, ensuring that rehabilitation, employment and education is at the heart of our delivery, determined to make a difference”

Our Core Values

Our aim is to deliver a safe, decent and rehabilitative regime that affords prisoners an environment where they can maximise opportunities enabling them to move away from offending and re-integrate them back in to their communities.

“Yorkshire Prisons Group - We are Proud to make a difference”



The aim of this strategy is to demonstrate our commitment and focus on ensuring that family ties feature prominently throughout our service delivery for those in our care.

This family strategy covers our three South Yorkshire public prisons;

HMP Lindholme - a Category C Training Prison situated approximately 10 miles north of Doncaster

HMP & YOI Moorland – A category C resettlement prison situated approximately 8 miles from Doncaster

HMP & YOI Hatfield – A category D open establishment approximately 9 miles from Doncaster

Lord Farmer Report

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

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

The Farmer report was published on 10th August 2017 and made 19 recommendations that put family and significant others at the heart of prison reform. It supports efforts to improve the relationships between prisoners and their families or significant others and the services that are provided.

According to the Lord Farmer report, 'Family should be the 'golden thread' running through the processes of all prisons, as well as in the implementation of standards presented in the Prison Reform White Paper - Public protection, Safety and Order, Reform and Preparing for life after prison.

Lord Farmer's report referred to a 'local family offer' recommending that all establishments deliver and develop provision in the following areas and that these are reflected in their local strategies which should be a minimum offer:

- Visitor Centre/Visitor Reception Services
- Staffing structure to ensure family work represents as an operational priority
- Extended Visits – to enable supportive relationships to flourish
- Family Learning – to equip prisoners to maintain and improve relationships
- "Gateway" communications system – to demonstrate how the establishment have responsive communication systems in place for families'¹

Our South Yorkshire strategy will address how having a family member in custody can have an impact on family and how we can not only drive positive family connection but also look to addressing families' concerns giving a more rounded approach to care and rehabilitation.

We will use Lord Farmer's report and his recommendations as the foundation for our strategy closely linking these with the four standards detailed in the Prison Reform White Paper:



Public Protection



Safety and order



Reform



Preparing for life after prison

¹ Great Britain. HM Prison & Probation Service (2017) Delivering Effective Family Practice

A rehabilitative journey

All new receptions into any of our South Yorkshire establishments will be asked, as part of their reception process, for details of their family and significant others to update our national records system.



Our PACT partners are also committed to speaking with our new receptions through our induction processes to offer family support at the first available opportunity.

A named staff member will be appointed to each new reception who will work closely with each individual to assess their resettlement needs, offering them guidance and support along in their prison journey toward successful reintegration back into the community.

HMP & YOI Moorland are able to offer enhanced one to one quality interactions as a pilot site for the Offender Management in Custody (OMiC) model with the Key Worker scheme.

A key worker is a prison officer who will work with a small caseload of those in custody to help them feel settled, safe and be calm.

The focus of the key worker role is to reduce the negative effects of imprisonment. They coach, guide and encourage in order for a person in custody to:

- settle, feel safe and be calm;
- engage in their rehabilitation; and
- progress through their sentence

Additional training for staff to develop their communication skills and encourage regular quality interactions with people in custody is currently being rolled out nationally.



Enhanced Behaviour Monitoring (EBM) is offered to higher risk individuals who are identified as potentially benefiting from this supportive process. In these cases Custody Probation Officers (CPOs) will work closely with psychology services and community probation workers to monitor and address behaviours which have been linked to previous offending. Families may be asked to be a part of this process if this is deemed appropriate.

We recognise that not all who are in custody have the support of family, it is important that we can offer additional support to those people, encouraging the development of relationship building with others whilst in our care.

The prison population accommodates a diverse number of individuals who have differing needs who may benefit from support from those in similar circumstances or situations. In addition to encouraging the development of new relationships with others we also provide peer support groups to share experiences, some of which are listed below;

- Lifer and Indeterminate Sentence Prisoner (ISP) groups
- Peer support groups
- Care leaver groups
- Equality specific groups representing the protected characteristics

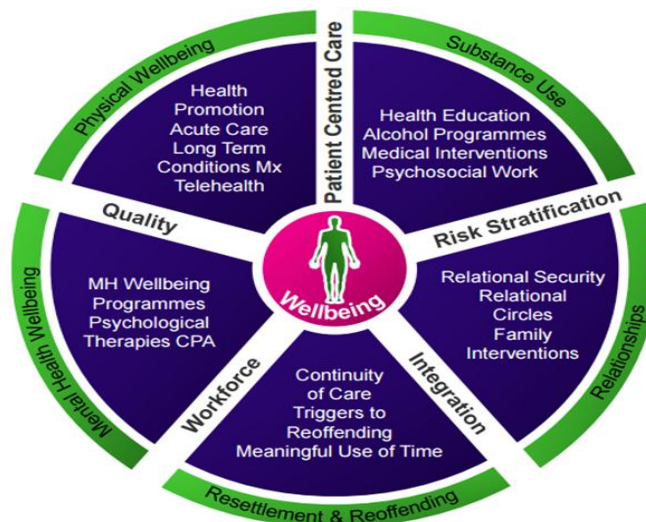
Health and wellbeing



Our healthcare providers CareUK are committed to improving the quality and standards of care for those in custody. We look to replicating the care offered in the outside community.

We have a number of healthcare professionals working across our sites with specific experts in the following fields:

- Health
- Mental health
- Substance misuse
- Learning disabilities
- Psychiatry
- Psychology (upon request)



We also provide appointment services to see a doctor or dentist.

On call services are available for emergencies arising outside of provision hours.

For those with long term conditions treatment plans are in place which are reviewed regularly. CareUK work closely with prison personnel to ensure the needs of the patient are met which may include specialised equipment or assessment of their accommodation.

In any emergency situation we will endeavour to contact the listed next of kin as soon as possible to inform family of the situation and keep them updated on progress. In some circumstances we may look to appointing a Family Liaison Officer (FLO) who will work with families to support them in times of difficulty.



Safety

Families can be concerned over safety in prisons given recent media coverage around this subject. As a service we are working tirelessly to improve safety for all across all of our custodial settings. We have developed safety strategies outlining how we combat violence and the support mechanisms in place for all to deter further incidents.

Our dedicated substance misuse workers deliver awareness and intervention work with those with issues and concerns around substance misuse. This includes drug intervention, medication management, alcohol services and smoking cessation.

Vulnerability

Early intervention and support is key, support logs are in place for those identified as being more vulnerable. Wherever possible and practical and with the consent of the individual concerned families will be involved in care and support plans. Families may also be invited to give their views and feedback on upcoming reviews. Staff have received additional training in Suicide and Self-harm and mental health awareness to enhance skills in detection, intervention and support.

If a family member has any concerns about any person in our custody, this could be around their vulnerability, violence, poor coping, health or safeguarding issues they should contact each establishment on our safer custody phone lines:

HMP Lindholme – 01302 524731

HMP & YOI Moorland – 0800 4961364

HMP & YOI Hatfield – 01405 746509 (Hatfield main site) 01302 524600 (Lakes site)

Finance, debt and accommodation

Families can often experience a financial strain when a person enters a custodial setting with a decrease in family income. Some families may already be struggling with issues around debt and managing their money.

Community Rehabilitation Companies (CRCs) are contracted to offer advice and guidance which may include signposting for some community services.

Assistance to open a bank account can also be offered upon request.

Anxiety around returning to the family home following a long period of absence can be a factor when it comes closer to release. There may also be public protection concerns which may mean it is not appropriate for somebody to return to the family home immediately upon their release. In these situations we offer support to those in custody, working with partner agencies and CRCs to find suitable accommodation prior to release. This may involve collaborative working with community social care teams and community probation workers.



Education, training and employment

Recognising that giving people the right education and skills to enable them to gain employment upon release can be key to breaking the cycle of offending, opening up new opportunities and assisting in the prevention of intergenerational crime.

In conjunction with our education providers we offer a range of education and vocational skills, qualifications and programmes, which include:

- Key skills in English, Maths and IT
- Offending behaviour programmes
- Business skills
- Catering
- Sports and recreation
- Health and Safety

We offer a number of different on site jobs, giving hands on experience, some of which also offer accredited qualifications. An example of some of the jobs we offer are:

- Gardens
- Industrial cleaning
- Gym
- Recycling

At **HMP & YOI Hatfield** we are also able to offer external education and employment opportunities through Release on Temporary Licence (ROTL). We currently have a number of people in voluntary and paid employment positions as well as people attending local colleges to further their skills and gain recognised qualification.

Keeping in touch

Separation from a family member can be a very emotional time for all involved, concerns of what has happened and what happens next can leave people feeling vulnerable. It is important that regular contact is maintained to ease concerns for both the person in custody and their family members.

We provide a number of different ways that people can keep in touch through this challenging and difficult time;

Letters

Letters are an inexpensive way to keep in regular contact, normally there's no limit on the number of letters that can be sent.

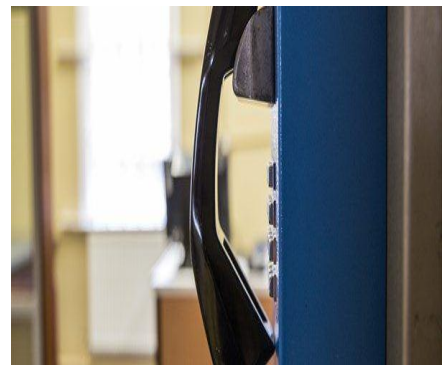
Support through education, staff and peers can be sought and offered for those who may find reading and/or writing difficult.

In the interests of keeping everybody safe you should be aware that most letters sent to and from prison are checked by prison staff.

Telephone calls

Telephone calls are often the most utilised form of communication and interaction with families for those in custody.

We are committed to keep call costs at a reasonable rate to enable all to access this on a regular basis without experiencing any financial hardship.



PRISON VOICEMAIL®

How Prison Voicemail Works.

1. Leave messages from your mobile at any time.

Call your Prison Voicemail number from your mobile at any time and leave a message. The message is **instantly available** at the other end.

2. The recipient listens to the messages.

The recipient then simply dials their Prison Voicemail number from any phone in the prison. The call costs them the price of a normal landline call.

3. Get a reply, leave another message.

After listening, they can leave you a reply. When you receive a notification, just call your Prison Voicemail number to listen and respond.

To sign up to prison voicemail visit www.prisonvoicemail.com/signup

Visits

Visiting can be difficult for children with prison environments not appearing 'child friendly'. This can be a confusing experience for children with the rules and regulations on interactions and limited time restraints.

We are constantly assessing our visits areas to create a more friendly and child focused approach when implementing any changes. This work is ongoing but we have recently seen improvements at all of our sites. Improved seating, more play equipment and developed specific play areas in each of our visits halls.

Booking a visit - What you need to know

Visits can be booked online at www.gov.uk/prison-visits

Alternatively visits can be booked directly with each prison:

HMP Lindholme 01302 524980

Lines are open Monday to Friday 09:00 to 11:00 and 13:30 to 15:30. (Not open Bank Holidays)

Social Visits times

Mon: 14:15 - 16:00

Wed: 14:15 - 16:00

Fri: 14:15 - 16:00

Sat: 14:15 - 16:00

Sun: 14:15 - 16:00

HMP & YOI Moorland 01302 523000

Lines are open Monday to Thursday 09:30 to 15:30 and Friday 09:30 to 12:00. (Not open Bank Holidays)

Social Visits times

Tue: 13:40 - 15:45

Thu: 13:40 - 15:45

Sat: 13:40 - 15:45

Sun: 13:40 - 15:45

HMP & YOI Hatfield 01405 746611

Lines are open Monday to Friday 13:30 – 15:30. (Not open Bank Holidays)

Social Visits times – Lakes site

Thu: 14:00 - 16:00

Fri: 14:00 - 16:00

Sat: 14:00 - 16:00

Sun: 14:00 - 16:00

Social Visits times – Hatfield main site

Sat: 14:00 - 16:00

Sun: 14:00 - 16:00

To book a visit you will need the:

- prisoner number
- prisoner's date of birth
- dates of birth for all visitors coming with you

The person you are visiting must add you to their visitor list before you can book a visit and you should have the Visiting Order (VO) reference number to hand.

Contact the prison directly if you need to arrange any of the following:

- official prison visits if you don't have the prisoner's date of birth and prisoner's number
- reception visits or double visits

If you visit a family member, partner or someone who doesn't get other visitors you might be able to get help paying for travel to the prison, overnight accommodation and meals.

You must be getting certain benefits or have a health certificate to get help.

For more information on assisted visits please go to the following web address:

www.gov.uk/staying-in-touch-with-someone-in-prison/visiting-someone-in-prison

Family Days

At all three of our establishments we support family relationships by offering family days throughout the year. The focus of the days are to invite families into the establishment affording parents the opportunity to spend extended time with their children. Structured games and activities are planned to engage the family unit to help promote healthy bonds and shared experiences.

Each establishment has a rolling programme of family days with differing themes offering a mixture of activities for children and young people of all ages. Details of dates and eligibility criteria for the family days are published locally at each site giving people the opportunity to apply and families to plan their time. These family days create positive memories and interactions for a closer family bond.

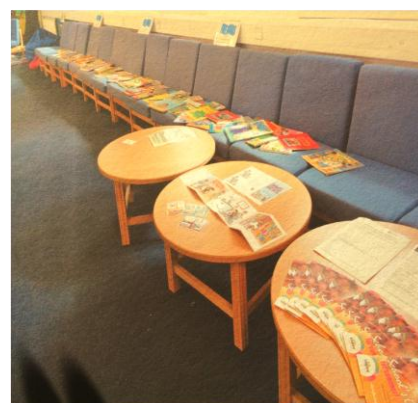
Here's some the feedback received from families attending the days:



“Yes, loved everything today. My little boy enjoyed it.”

“This is my second family visit and it was a great day like always. The activities are fun and interactive. All staff are warm and delightful.”

“The children had the opportunity to spend quality time with their dads which was meaningful and special.”



“Good variety of activities for the children. Variety of age range activities to help dad get involved too.”

“Had a very nice day, all the games have been good.”



“We have a stack of crafts to take home and our daughter hasn't been bored for a minute.”



Release on Temporary Licence (ROTL)

At **HMP & YOI Hatfield** we are able to offer ROTL to those who fit the eligibility criteria under the national policy guidelines.

ROTL gives those residing at Hatfield the chance to spend the day, or a number of subsequent days in the community with their family, either in their own home or at a pre-approved address. ROTL is an excellent way to build family ties in preparation for their release. Whilst on ROTL people can get back into a normal family routine, supporting their families with the day to day issues and make plans for the long term future. Support is offered from Offender Management staff and resettlement partners prior to ROTL to plan activities which can include job interviews, housing appointments and social care appointments.

Family Services



Significant national investment in family services in a prison environment has enabled contracted services to be procured for the South Yorkshire Prisons. This will allow the South Yorkshire Prisons to offer specific family focussed services which are additional to the services already listed within this strategy.

We were pleased to welcome our partner agency Pact in October 2017.

Pact are a well-established charity with a proven track record of delivering excellent result with families.

We are confident that the service they will provide for our establishments will drive our family services for those in our care.

Pact are committed to the following bespoke delivery model for each of the South Yorkshire prison sites as specified below:

HMP & YOI Moorland, HMP Lindholme and HMP & YOI Hatfield

Our Family Engagement Workers (FEW), supported by student placements, will assist in the delivery of Family Days, numbers as specified in the local delivery agreements.

- Planning with prisoners/families to incorporate personalised activities.
- Work with prison to agree attendees/secure clearance for family members.
- Added value through alignment with Family learning/casework activities including opportunities for Dad's to learn how to parent from prison.
- Utilisation of prison facilities such as outdoor space, wherever possible.
- Targeted sessions to support relationships with older children as well as younger children.

In 2016/17, Pact ran Family Days across 16 prisons supporting 1,656 prisoners, 1,327 partners, 396 parents, 281 carers and 3,293 children to spend time together as a family.



including:

The Family Engagement Manager (FEM) and FEWs will provide casework to support rebuilding/strengthening relationships,

- Family-based needs assessment.
- Family Conferencing and mediation to support relationship repair following loss of contact and as part of resettlement planning.

In 2016/17 approximately 4,000 men and women in prison and their family members were provided with personalized support to cope with a sentence and to address family issues.

FEM/FEWs will work to align delivery with Prison Education to maximise funding/relationship course delivery within the prison, e.g:

- **Building Stronger Families**
- **Coming Home**
- **Within My Reach**
- **Family Literacy in Prisons** in partnership with University of Sheffield
- **Time to Connect**

Pact courses are evidence based through partnerships with University of Sheffield and Denver.

Building Stronger Families strengthens relationships between prisoners and their partners, improves outcomes for children and ultimately reduces reoffending.

“It’s opened my eyes to the possible feelings my family have endured” *

Coming Home is a 1 day resettlement workshop which prepares prisoners for their return to the home and/or family.

* quote from person attending the course

Within My Reach offers a skills-based programme with critical, concrete tools that help participants control their own relationship in a way that will lead to more enriching, more satisfying interactions with the people that matter in their lives



The Family Literacy in Prisons (FLiP) course improves the bond between imprisoned parents and their children and increases engagement in their child’s

learning and development. * quote from person attending the course

“I’ve realised how important my role is and how really important it is that I stay in touch with my kids.” *

Time to Connect are workshops for parents in prison to help develop parental identity and skills to engage and play with their children.

‘Graduates’ of programmes may co-deliver, where permitted.

HMP Lindholme only

Pact’s Play/Children’s Services Specialist, working 30 hours/week over the HMP Lindholme and HMP & YOI Moorland sites will train/manage student placements/volunteers to ensure play services are open at HMP Lindholme as specified including:

- Session plans/structured play activities to incorporate calendar-based themes, play/child development needs.
- At-table child-friendly activities, encouraging engagement between parent/child(ren) (as permitted).
- Homework/baby clubs, family learning through extended/specialised visits.
- ‘BookStart’ books packs to all children as well as securing donations of toys/equipment for play areas through extensive links with churches.
- Utilisation of play areas and outdoor facilities
- Supported visits, Family Conferencing and use of legal visits/other available space to support family reintegration.
- Extended visits to support child/carer relationships

In 2016/17 Pact supported 8,976 prisoners’ children through our Supervised Play

HMP & YOI Moorland only

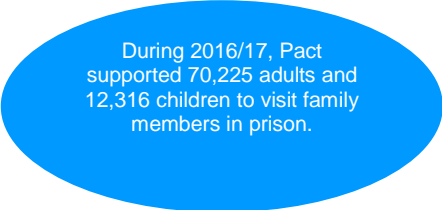
Pact's Play/Children's Services Specialist, working 30 hours/week over the HMP Lindholme and HMP & YOI Moorland sites will train/manage student placements/volunteers to provide support through:

- Session plans/structured play activities to incorporate calendar-based themes, play/child development needs.
- At-table child-friendly activities, encouraging engagement between parent/child(ren) (as permitted).
- Homework/baby clubs, family learning through extended/specialised visits.
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HMP & YOI Moorland and HMP & YOI Hatfield only Visits Centre

Pact's FEM will maintain a regular presence in the Visitors' Centre, including working flexibly to provide some Saturday cover. Our services can include:

- First time visitors' pack/meet-at-gate for vulnerable/anxious visitors.
- *Pre/post-visit emotional support for difficult visits.*



During 2016/17, Pact supported 70,225 adults and 12,316 children to visit family members in prison.

Performance and Quality Assurance

For transparency and quality assurance around our new family services contract with our partner Pact we have a number of Key Performance Indicators and Target to work to. Pact and the prisons will work closely to ensure the service delivered is of a high standard and fits the ongoing changing needs of the population. Feedback questionnaires and surveys will inform and influence the development of the service over the next three years. Quarterly contract management meetings will also take place to keep this key work at the forefront of our resettlement agenda.

Annually, on the anniversary of the contract start date, a report will be produced by Pact to celebrate all of the work done over the last twelve months. The report will not only show numbers of people worked with it will showcase some our quality interactions, outcomes and success stories.

This report will be made available to those in custody and families in a user friendly and easy to read format.

Additional support for families

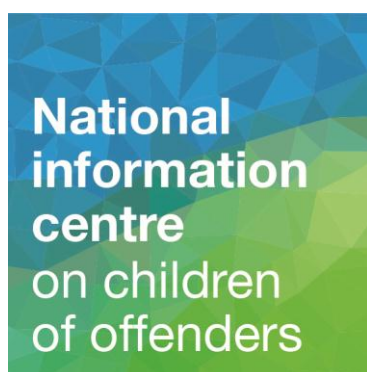
Further support and information for families can be found from the following professionals:



'The Prison Advice and Care Trust (Pact) is a national charity that provides support to prisoners, people with convictions, and their families. They support people to make a fresh start, and minimise the harm that can be caused by imprisonment on people who have committed offences, on families and on communities.

The Pact helpline is a free and confidential service, with helpline volunteers who can offer practical and emotional support, information and advice to anyone who is affected by imprisonment, in a straightforward, non-judgemental way. You can reach the Pact Helpline on **0808 808 3444** Monday to Friday 10am to 5pm'.²

More information can be found about Pact and their services on their website at www.prisonadvice.org.uk



Barnardo's has re-launched a revised i-HOP web site. The changes to i-HOP will see the new site having a new name – the National Information Centre on Children of Offenders or 'NICCO'.

The reasons for the changes are straightforward:

- To create a site with improved functionality
- To reflect the changing HMPPS Family Support landscape
- Create a resource that encourages shared practice across the prison estate

'As well as remaining the only national repository of resources and quality assured research to support and inform practice with offenders' families, the enhanced search functions allow the site to become a platform for prisons to identify what they provide and who provides it. This supports the sharing of practice/ideas/ resources and encouraging consistency across the estate (as well as healthy competition). This means NICCO will enable HMPPS to compare what is available re family support across the prison estate, by having access to the information all in one place, for example, comparing what is provided across YOI estate (may also support HMIP processes)'.³



'Action for Prisoners' and Offenders' Families merged with Family Lives in 2014 and works for the benefit of families by supporting families of those in custody who are affected by imprisonment.

Family Lives offers a confidential and free* helpline service. Please call on **0808 800 2222** for information, advice, guidance and support on any aspect of parenting and family life, including bullying. The helpline service is open 9am – 9pm, Monday to Friday and 10am – 3pm Saturday and Sunday'.⁴ More information can be found at www.familylives.org.uk * free from landlines and most mobiles



² Pact (2018) Who we are. Available at: <https://www.prisonadvice.org.uk/> (Accessed: 09/04/18)

³ NiCCO (2018) News and views. Available at: <https://www.nicco.org.uk/> (Accessed: 11/04/18)

⁴ Family Lives (2018) How we can help. Available at: <https://www.familylives.org.uk/> (Accessed 09/04/18)



'The Offenders' Families Helpline is a free and confidential service for families and friends of offenders across England and Wales. The helpline is open 7 days a week, Monday to Friday 9.00am – 8.00pm, Saturday and Sunday 10.00am-3.00pm. The helpline number is: **0808 808 2003**

The helpline aims to:

- Provide information, basic advice and emotional support
- Signpost callers to support services within their local communities
- Assist families in overcoming isolation and confusion which can often accompany conviction and sentencing

The helpline also enables families and friends of offenders who do not use English as their first language to communicate with staff via an external interpretation service. This ensures that the information and support they require is attainable. The helpline currently receives over 12,000 calls and approximately 144,000 visitors to its website each year. Support is available via telephone or email. Information covering all areas of the criminal justice system can be found on the National Offenders' Families Website'.⁵

Their website includes a number of simple information sheets for families. These cover a range of issues a family member may experience throughout the whole prison journey.

For more information refer to their website at **www.offendersfamilieshelpline.org**

⁵ Offenders' Families Helpline (2018) Home. Available at: <https://www.offendersfamilieshelpline.org/> (Accessed 09/04/18)