



**Families and Significant Others strategy**

**HMP**

**Ranby**

Governor

Andrew Sleight

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To be reviewed by November 2023

**Functional Head – Gareth Evans**

•       Single point of contact for and oversight of the establishments Family Offer

•       Ensuring the establishments FaSO Strategy is fit for purpose

•       Local lead for completion of the FaSO performance measure

•       Contract management for family service providers

**Deputy Lead – CM Clare Hammond**

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### Background

Supporting prisoners to develop meaningful and positive relationships with their family or significant others should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release.

We are committed to transforming prisons into places of safety and reform and we recognise the need to provide those in our custody with stable environments, as well as opportunities to change their behaviour and turn away from a life of crime. Relationships with families and significant others is a pivotal in achieving this.

### Definition of “Family”

For the purpose of this strategy document, *Family* is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers this may be someone that provides a legal service, friend or associate. Many of those in custody will have experienced an upbringing with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a family arrangement. It is important to accommodate all ‘family’ arrangements where they provide a constructive and supportive relationship for the prisoner and their family.

We recognise that not all family relationships are positive. Family members may sometimes be the direct or indirect victims of a prisoner’s offence such as domestic abuse. These individuals have the right to protection from their perpetrator and in all cases, permission should be sought from the victim and any relevant partner agencies before making contact. This will enable the victim/family unit to be supported in the community. E.g., Victim Liaison Officer or Local Authority Adults Social Care/Children’s Services

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## Benefits of “family and significant others”

Families and significant others can play a vital role in supporting a safer and calmer atmosphere within the custodial environment and also play an important role in supporting men on community sentences. Men are less likely to reoffend if family relationships are maintained throughout their sentence.

Positive family relationships significantly contribute to good order and there is Anecdotal evidence that positive family engagement programmes show reduced incidents of disorder and anti-social behaviour. It is likely that having meaningful and constructive relationships with family and significant others reduces anxiety, reduces violence and mitigates the frustration and isolation of imprisonment. Bringing families closer together and encouraging them to be more accountable for their behaviour and offending can reducing reoffending and improve outcomes, but more research is needed in this area.

## Lord Farmer report

The Farmer review was commissioned as part of the Governments plans to carry out an overhaul of prisons and published August 2017. This was carried out to demonstrate understanding of the importance of good family and other relationships to prisoner’s rehabilitation and is now used as a support mechanism in addressing and improving relationships for those in our care.

The report can be found here

[(https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment\_data/ file/642244/farmer-review-report.pdf)](https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf)

The Farmer report 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

The Farmer report states and HMP Ranby supports that *“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

# Partnership working

Delivering effective family practice cannot be achieved in isolation and as such we are committed to working in partnership with key local and national stakeholders. Through close working arrangements we are able to provide a bespoke service that is able to cater to the needs of prisoners and their families during their time in custody and then following on into ongoing support after release.









# Understanding and supporting family needs

#### Understand

To tailor HMP Ranby’s delivery of family practice and ensure its effectiveness we need to understand the needs of the population.

To achieve this, we will conduct regular information gathering exercises from which we can identify key areas.

To improve this, we will include;

* Annual establishment needs analysis which will be shared with PACT to help inform the service provision and ensure alignment with need
* 2 visitor surveys per year
* Forums with the families and/or significant others of men held in our care
* Forums with prisoners held at HMP Ranby
* OMiC Key worker and POM feedback sessions linked to sentence plans
* Commissioned analytical assessment of needs via independent academic bodies
* National and Regional data sources i.e., Office for national statistics
* HMIP, MPQL and OSAG visits for independent audits of our delivery

#### Support

A family member or significant other being in custody can often cause significant upset to families, particularly children and dependents. As a result, it is vital that we support the family unit as soon as possible.

Providing key information and support at the point of arrival for both prisoner’s and their families is critical to maintaining family ties effected or displaced by custody.



**HMP Ranby will achieve this via:**

**Prisoners**

* Screening for issues during the reception and 1st night process. Where issues are identified they are either resolved (where possible) or signposted to the appropriate agencies who can help.

* Providing effective and practical information to new arrivals as a means to support and facilitate their communication needs with their families and significant others including:
* PIN phone process and communications compact
* Prisons mail system
* E-mail a prisoner
* Prison Voicemail
* Visiting times and process
* Video visits

* Providing effective and practical information to new arrivals to help them adjust to HMP Ranby and the custodial environment
* Providing peer-led advice and support during the induction process.

* Ensuring that where safe to do so contact is made with families or significant others on arrival into custody via the facilitation of a phone call, or any needed phone calls.
* A focus from keyworkers on family contact during sessions.
* Prisoners who do not receive visits (this will be reviewed every 6 months) will be contacted by PACT and be offered information surrounding video visits. If there are other concerning issues surrounding this PACT will raise with the relevant department at HMP Ranby to offer support to that person.

**Prisoner at risk line**

**01777 862342** is the number for the prisoner at risk hotline. This is a dedicated at number where families and significant others can contact the establishment and raise any immediate concerns about their loved ones. If families need to make contact with the establishment on this number they must leave their name, contact number and their concern. All calls are logged and feedback to callers will be provided if the above information is left.

#### Substance misuse

Working with families is key to Ranby’s approach to tackling substance misuse. We will engage with families, friends and peers to help our men develop networks that will support them to avoid substance misuse. Ranby’s substance misuse strategy aims to tackle the demand for drugs alongside restricting supply, as it is only by reducing the market for drugs within prison, that we will be able to reduce their availability. Reducing the demand for drugs relies upon men understanding the consequences of drug use, both within the prison and the wider risks to themselves and their families, whilst offering opportunities that provide purpose and direction.

Lord Farmer’s review of the importance of prisoners’ family ties, highlighted links between family relationships and the use of illicit drugs. The role of families and fellow prisoners is acknowledged and understood at HMP Ranby and our attempts to support men to make and commit to good decisions and use positive influences is vital.

HMP Ranby acknowledges that drug misuse can also affect families and friends, as they try to support prisoners and can often find themselves under pressure to get into debt or to convey drugs into prisons. Ranby will draw on a range of resources and provide education and awareness campaigns to help our men and their families and significant others make good decisions, including careful guidance about the risks of emerging harmful substances.

HMP Ranby will also work with PACT to provide a referral process for families and significant others to support prisoners who are struggling with substance misuse issues whilst in custody.

**Families**

* Providing positive and practical key information to families through documentation and via communication with PACT such as.
* Methods of communication
* Transport and travel information
* Location and geographical information available through the PACT support workers based in the visits centre
* Visiting times and process

* Supporting families who are experiencing difficulties with either emotional support or practical advice

* A 24hr prisoner at risk line where families can raise concern about loved ones and receive contact from staff in return to address these concerns and fears.
* Staff trained to support positive family relationships and recognise negative ones

# Developing and maintaining positive relationships

#### Developing relationships

The development of family relationships will be a key element of sentence planning in both activity and targets set by prison offender managers (POMS) This will also be supported and driven weekly by Key workers under OMiC implementation.

POMs and Key workers will identify relationship issues where they arise and offer practical solutions and support to empower prisoners to take ownership of and improve relations with their families and significant others. They can draw on a number of progressive activities and advice/support services in this area where there is a need, such as:

* Financial and debt services or education
* “Story book dad” and “homework club” video visits
* Accommodations and housing advice
* Translation services
* Religious and emotional support via chaplaincy
* Health or substance misuse interventions and treatment
* Legal phone calls or Rule 39 legal correspondence

#### Maintaining relationships

Maintaining a positive relationship with family and significant others can be challenging when in custody for all concerned. As such it is important that HMP Ranby offers as wide a range of communication methods as possible, to allow for the maintenance of already established relationships and to build on developing relationships.

Likewise, to support reducing reoffending risks for prisoners, to deliver support and reduce the risk of intergenerational crime for families. It is important that prisoners held at HMP Ranby are encouraged to maintain regular contact with their families and significant others.

#### “Staying involved”



To ensure positive relationships are maintained, it is imperative that a whole family approach is applied to family decision making. Too often prisoners are not consulted about, or involved in significant or milestone decisions being made by their families and as such are at risk of becoming detached or separated from the family unit. Particularly where long periods of separation occur. Examples of such decisions include

* Choice of schools or further education centres for children
* Children’s exam options
* Children’s school issues
* Housing location or location moves
* Financial decisions
* Health matters
* Faith-based milestones or decisions

In order to assist prisoners in returning to a stable pro-social family and protective setting on release, it is crucial that we encourage the family to include prisoners in important family decisions and maintain their valuable role within the family unit.

Where it is identified that difficult, prolonged or complicated discussions are necessary for the family. HMP Ranby and PACT will facilitate sessions in a suitable environment. These sessions can be supported as required with professional advice linked to the issue. Pact will deliver a range of 1:1 interventions around Families (e.g. My Family Matters, Going Home), Relationships (e.g. Anger and Stress in Relationships, Good Relationships), Parenting including Parenting Teenagers and Interventions working on themselves (e.g. Managing your Worry, Confidence and Assertiveness). All interventions are person-centred giving the prisoner an opportunity to reflect and learn skills to take away when rebuilding relationships.

# Breaking down barriers

The creation, development and maintenance of effective, positive and meaningful family relationships can often encounter difficult barriers or total breakdown for men coming into a custodial environment. There could be a number of reasons why this is happening so therefore it is critical that as an establishment we are aware of when this occurs at the earliest opportunity, the reasons behind it and where possible find a way to overcome these issues.

Overcome

understand

Awareness

#### Being aware

Being aware of relationship issues or breakdown can be difficult and often prisoners are unwilling to disclose this information. Sometimes men are unaware that any breakdown is happening or has taken place. As such, the relationships, rapport building, and trust developed by key workers and POM’s is vital to ensuring that disclosure is achieved. Key workers will track and evaluate family situations during their regular supervision sessions under OMiC and where indicators are found to suggest family issues, explore this with the prisoner. They will check for prisoners who appear to be socially isolated (not receiving visits or making phone calls) which could be a sign of relationship breakdown and make relevant POMS or PACT aware as well as offering support and where needed referring for mediation for prisoners with difficult family relationships. PACT will engage with prisoners who have extended periods with no family or significant other contact and look to engage and communicate with those prisoners to ensure a multi-agency approach is used to support those persons.

#### Understanding the issue

Once a key worker has identified that a relationship breakdown is occurring, has occurred, or established current barriers it will be their responsibility to explore fully with the men and gain understanding and viewpoints. It is important for the key worker to explore issues and feelings as this can often be misunderstood due to a lack of key information or subject to underdeveloped thinking skills.

Once the key worker has a full understanding of the situation they are required to consider it in consultation with the public protection team and POM, so that they are fully aware of any legislative requirements in place to protect victims or official requests for non-contact.

If no communication barriers exists, then the Key worker or POM will liaise with the PACT Families Team who may make contact with the family member to ascertain their viewpoint. This allows for a full 360 view of the current situation which he can discuss with the POM to establish any effective solutions. This could be a phone call or assisting a prisoner to reach out via email or letters.

#### Overcoming issues

There are a number of issues that prisoners could experience affecting their ability to maintain effective family relationship and contact. As such there cannot be a single fix applied to resolve

These. Each issue, or collection of issues require a bespoke solution to be applied by the Key worker, this then being further supported by the PACT family engagement worker, support worker, and prisoner in order to overcome or improve the current issues. Primary to this is ensuring that the prisoner (where possible) is fully aware of all the reasons that are contributing to his difficulties and is supported to develop an effective plan in overcoming these with the support of his key

Worker.

Examples of issues experienced by prisoners include:

* Non-contact requests by partners or family members
* Social stigma of certain offences and families’ reactions to these
* Victims within the family
* Domestic violence
* Ability to visit effective by financial circumstances
* Relationship or marriage breakdown
* Cultural views

# Care leavers, Care Experienced and Young Adults

*“A care leaver is someone who has spent time in the care of the local authority. Their eligibility for services from the local authority depends on when and for how long they were in care”*

What do we know?

Approximately 25% of adult male prisoners were in care as children and most are taken in as a result of neglect or abuse. Transition to adulthood is a difficult time for many young people, but it can be especially so for young adults who have been in the care system. This can often result in difficulties with emotional, financial and personal support of parents and other family members. Compared to the general population care leavers are:

Less likely to be in education, employment or training. Over a third of 19-year-old care leavers are not in education, employment or training.

* More likely to be attempting to live independently; and
* More likely to have a criminal conviction. Care leavers have been estimated to make up 27% of the adult prison population, despite the fact that less than 1% of under 18s enter local authority care annually.

**What can help improve outcomes for care leavers at HMP Ranby?**

* Identify care leavers and ensure responsible local authorities are engaged in planning appropriate processes via partnership working with their personal advisor
* We will effectively co-ordinate wrap around services and deliver them in a setting that enables development of reliable and trusting relationships with Key workers, POM’s and partner organizations working in HMP Ranby
* Provide opportunities for reflection in supervision and encourage hope and optimism by implementing and utilising rehabilitative evidence-based practices in HMP Ranby.
* Encourage development of positive social connections with external organizations and pro social peer groups
* Assist individuals to address some of the potential disadvantages of being a care leaver.
* Enable care leavers to have space to safely share experiences of being in care e.g., carefully facilitated support groups and peer mentors
* A Care Leaver Champion based in the Offender Management Unit leads on the above

**Young Adults**

Young adults in the criminal justice system who are care leavers may need more support to help them through their transition to adulthood than other young adults. They may also need help to understand the differences between the youth and adult justice systems. HMP Ranby have recently published a Young Adults strategy which outlines the specific support we offer this cohort.

# Intergenerational Offending

It is estimated that 200,000 children each year are affected by parental imprisonment, but there are no definitive statistics on the number of offenders who are parents, the number of children who have a parent in prison or what happens to dependents when parents are imprisoned.

HMPPS has a statutory duty to make arrangements to safeguard and promote the welfare of children therefore contact must be in the best interests of the child.

Children of prisoners are three times more at risk of anti-social or delinquent behaviour than their peers and are a vulnerable group that needs targeted support. Researchers at Cambridge University's Institute of Criminology found that if children had a convicted

Parent by the time they were 10 that was the "best predictor" of them becoming criminal and anti- social themselves. The research, published in the journal Legal and Criminal Psychology in 1996, concluded: "A convicted family member influenced a boy's likelihood of delinquency independently of other important factors such as poor housing, overcrowding and low school attainment." This means that our strategy must have a moral imperative to focus on building positive family relationships between those in custody and their children to mitigate the risk of future offending by children, as well as reoffending by the adult.

## Veterans

According to a previous snapshot analysis conducted by the Ministry of Defence and the Ministry of Justice, there are approximately 2500 ex service personnel currently serving a prison sentence, it is anticipated the same, if not more, will be serving a community sentence however national statistics indicate this is woefully under recorded.

The majority of people leaving the Armed Forces do well, suffering no ill effects, entering full time employment and leading meaningful and fulfilling lives. Some Veterans do not do so well and because of this, we are working hard with our peer mentors including sign posters to identify them early in the custodial setting. In addition to the support from our partners within probation and the CRCs, we will signpost support from.

**SSAFA** – the Armed Forces charity, formerly known as Soldiers, Sailors, Airmen and Families Association, is a UK charity that provides lifelong support to serving men and women and veterans from the British Armed Forces and their families or dependents

**Care after Combat –** Their mission is to support veterans with alcohol and substance misuse problems and the reduction in numbers of re-offending veterans in the criminal justice system.

**RBL (Royal British legion) -** sometimes called The British Legion or The Legion, is a British charity providing financial, social and emotional support to members and veterans of the British Armed Forces, their families and dependants.

We will also hold events where veterans can visit each other and build networks for release, examples of which are Veterans Breakfast during November for remembrance.

# Family Visits

HMP Ranby recognises the need for additional family visits to support those who in our custody. Working with PACT we will deliver 12 family visits each year in which 4 will be focused on protected characteristics. The focus of the days are to bring families and significant others together ensuring prisoners and their loved ones build stronger bonds.

Each family visit will be themed to ensure there is variety and enriching activities to engage prisoners and their families. Families will be offered either a breakfast or lunch (dependant on which session they partake in) to enjoy with their loved ones to create that family environment.

PACT will support in the delivery of activities ensuring activities are structured, educational and centred around any additional need.

The visits will be spread out through the year ensuring we support families and significant others with children who are in full time education to attend the visits.

Pact will provide meet and greet services in the Visitor’s centre ensuring all visitors feel welcomed and safe:

* Working with the prison to identify first time visitors and supporting them through their visit journey explaining the process and offering support.
* Signposting visitors to external organisations such as assisted prisoner visits scheme, children’s centres, or local support groups.
* Consult and co-create visit services with visitors to continuously made improvements to the environment and the services delivered.
* Providing visitors with accurate data regarding the prison visiting process and information to ensure their visit is a positive experience.

# F&SO Action plan 2022-2023

|  |  |
| --- | --- |
| Action proposed | Timeframe |
| Introduce the online gateway for HMP Ranby to communicate to families and significant others. | Embedded within 12 months |
| Re-introduce the fathers inside course or suitable alternatives. | Embedded within 12 months |
| Work with care experienced and young adult prisoners to encourage the use of family visits and F&SO engagement. | Engagement started and advertised within 6-month timeframe |
| Utilise the PACT keyworker role brief into HMP Ranby | Engagement started and advertised within 6-month timeframe |
| Support those in custody who do not receive face to face visits. | Engagement started and advertised within 6-month timeframe |
| Create a link with OPV and Newbridge to support prisoners who do not receive visits. | Embedded within 12 months |

Acronyms

|  |  |
| --- | --- |
| **Adjudication (nicking)** | Daily process when a Governor deals with disciplinary offences. |
| **ACCT** | Assessment, Care in Custody and Teamwork (ACCT) is the care planning process for prisoners identified as being at risk of suicide or self-harm. The ACCT process requires that  certain actions are taken to ensure that the risk of suicide and self-harm is reduced. |
| **App** | Prisoners have to put in an app (application) for anything different from normal daily routine e.g. for things to be brought into prison; these are on an electronic kiosk. |
| **Structured on Wing Activity** | Time when prisoners are allowed out of their cells to meet, take part in constructive leisure activities and meet professionals who can assist them |
| **Block, Seg, CSU** | Prisons have a Care and Separation Unit – it means the same thing but it is where prisoners are sent for behavioural concerns or sometimes in their own interest. |
| **Canteen** | This is the prison shop, where your relative will be able to order extra food, toiletries, writing paper, phone credit etc. |
| **Cat A, B, C and D** | Prisoners are categorised and allocated to prisons by Security Categories. Sentenced Adult male prisoners are given a category; with A being those whose escape would be highly dangerous to the public, to D for those who can be reasonably trusted to serve their sentence in open conditions. Young adults are either classed as ‘open’ or ‘closed’. |
| **Closed Visit** | This is a Visit that is supervised by Officers where the prisoner and visitor are separated by a screen. A prisoner can be put on closed visits if there’s a risk of contraband being passed. |
| **IEP** | Incentive Earned Privileged Scheme – Basic, Standard or Enhanced – depending on a prisoners behaviour they can achieve more privileges with good behaviour. |
| **In Possession/Prop** | Prisoners are allowed a strictly limited number of articles ‘in possession’ to keep in their cells. Anything above the limit is usually kept in ‘private property’ or handed out on a visit. |
| **IMB** | Independent Monitoring Board. These are lay people (not employed by the Prison Service) appointed by the Home Secretary to act as watchdogs. |
| **Legal Letter** | Confidential legal correspondence to or from solicitor is covered by prison rule 39. If a letter has ‘*prison rule 39 applies’* written on it, it cannot be opened except in the prisoner’s presence.  Both correspondents need to write Rule 39 on the envelope. |
| **Legal Visit** | Lawyers are allowed to visit clients in prison without using a visiting order. |
| **Listeners** | Prisoners trained by the Samaritans to listen in confidence and offer emotional support to other prisoners. |
| **Key Worker** | Each prisoner should have a Key Worker (Prison Officer) to support their progress in custody. |
| **MDT** | Mandatory Drug Testing – random urine testing for drugs. |
| **PP** | Public Protection – systems that are put in place to those prisoners that we think may pose a risk of harm to others. |
| **PVO** | Privileged Visiting Order, sent out to visitors at the prisoner’s request; prisoners can be allowed these extra visits in return for good behaviour. |
| **Private Spends** | Money sent in by relatives or friends – small amounts which can be spent in prison canteen. |
| **Ship Out/Ghosting/Security Move** | Moved from one prison to another, often without warning and usually for negative conduct. |
| **Tariff** | Minimum term – the part of a life sentenced prisoner’s sentence, which must be served ‘for retribution and deterrence’. |
| **VPU/VP** | Vulnerable Prisoners Unit/Vulnerable Prisoners – where prisoners at risk are held. |

Click here for Establishment Information

[HMP Ranby](https://justiceuk-my.sharepoint.com/personal/lesley_moore_justice_gov_uk/Documents/Template%20for%20HMP%20Ranby%20.docx?web=1)

Reference to functional head (SMT lead)

To contact our head of family provision at HMP Ranby www.prisonersfamilies.org

Details of visits booking.

You can book your visit online.

You can book your visit by telephone.

Booking line: 01777 862107

Monday to Friday,

Find out about call charges

Or email www.prisonersfamilies.org.

Details of visiting times.

Visits at HMP Ranby are:

9am – 11 am Saturday & Sunday

2pm – 4pm Friday & Monday

Directions and public transport options.

Getting to HMP Ranby

Find HMP RANBY on a map

The closest railway station is in Retford, from there you can get a taxi or take the bus to HMP Ranby on the A620 Retford to Worksop Rd.

To plan your journey by public transport use:

• National Rail Enquiries

• Traveling for local bus times

There is a free visitors car park.

There is also a disabled visitors car park.

Details of security procedures.

All visitors, aged 16 or older must prove their identity before entering HMP Ranby Visits. Read the list of acceptable forms of ID when visiting a prison.

• All visitors will need to be searches, including children.

• You may also be searched by security dogs.

• Visitors must adhere to the prison dress code that applies, further details can be requested on your first visit

• There are strict controls on what you can take into HMP Ranby. You will have to leave any personal belongings in Visits Centre lockers or in your car - this includes pushchairs and car seats.

• Call the booking line if you have any questions about visiting.

Information on the availability of extra/family visits. HMP Ranby run a family visits facility, subject to change. Details below

**Family Days 2023**

**February 15th**

**April 5th**

**August 30th**

**October 25th**

**November 22nd**

**December 20th**

Emergency contact number and procedures.

In an emergency

Call 01777 862000 if you have an immediate or emergency concern about the welfare of a prisoner and ask for the orderly officer or duty governor.

AT risk helpline

If you have concerns about the safety or wellbeing of a prisoner at HMP Ranby prison that are not an immediate concern, call the safer custody hotline.

Telephone: 01777 862342

24 hour answering machine

Find out about call charges

Leave a message giving as many details as possible including the prisoners name, prisoner number and what wing they are located on if you know it. If you wish, you can leave your own details and a contact number so the prison can give you feedback, if appropriate.

You can also read more information about safer custody concerns www.prisonersfamilies.org