



HMP Dovegate

Families & Significant Others Strategy

2023-26



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"Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. Supporting a prisoner in a meaningful and constructive relationship with his or her 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. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release."

HMPPS Delivering Effective Practices Guidance Dec 2017



1. Aims

Our Family & Significant Others Strategy recognises the importance of strengthening and maintaining family ties between a prisoner and his family, as well as other significant relationships, as being our primary focus.

Many of those serving custodial sentences have experienced chaotic childhoods or non-traditional upbringings. Where family arrangements are constructive and supportive it is vital that they are maintained. We aim to assist all prisoners to maintain and build on these relationships by providing the best services to achieve the best outcomes.

We will prioritise and drive forward the Families and Significant Others pathway and provide services which create positive outcomes for prisoners, their family and significant others as well as creating an environment which grants opportunities to change lifestyles. We recognise that families, children and significant others can play an essential role in this, which is why we put 'families' at the centre of this strategy.



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HMP Dovegate fosters a rehabilitative and trauma informed culture. We recognise that prisoners may have experienced adverse trauma in their lives, therefore, we will continue to raise awareness of trauma including strategies to help those recover and heal whilst developing a trauma responsive environment for prisoners, families and significant others.

To ensure that we deliver on our commitment to the Families and Significant Others Pathway, we acknowledge that this is a whole prison approach. All staff working in our prison play a vital role in this pathway, therefore, we will ensure that all members of staff understand how their role contributes and a full understanding of what support is available and how to sign post.

To deliver this strategy, we aim to provide quality services, innovative schemes and develop partnerships with community organisations that meet the needs of our prisoners, families and significant others.

In 2019, our HMIP report concluded that:

'Prisoners are supported to maintain and develop relationships with their family and friends. Prisoners are helped to reduce their likelihood of reoffending and their risk of harm is managed actively. Prisoners are prepared for their release back into the community.'



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2. Lord Farmer's Review

In September 2016, Lord Farmer 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. His landmark review 'The Importance of strengthening prisoners' family ties to prevent reoffending and reduce intergenerational crime', was published in August 2017.

This review raised the expectations of Family work within prisons and identified a 'local family offer' to ensure that there were identified standards delivered in all establishments.

All his recommendations were accepted by the government, and the programme to implement them has been running since then.

Lord Farmer defined families as the '*golden thread*' and family relationships being essential, to reducing reoffending.

"Supportive relationships with family members and significant others give meaning and all important motivation to other strands of rehabilitation and resettlement activity" - Lord Farmer



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3. Introduction

Building Hope, Changing Lives

HMP Dovegate is Category B men's private prison run by Serco, located in a rural area near Uttoxeter in Staffordshire. It has a main population capacity for up to 960 adult male prisoners mainly serving a range of sentences including trial, remand, long and short-term sentences as well as a 200 bed, purpose built democratic therapeutic facility.

Staff are committed to supporting all prisoners to maintain their relationships with families and significant others. Maintaining strong family ties is key in helping prisoners to make positive changes in their lives and support mechanism during their sentence.

'Family' can be: someone that the prisoner defines as their next of kin.

Research has shown that prisoners who maintain family relationships are 39% less likely to reoffend on release and therefore is a key factor in achieving a reduction in reoffending.

We recognise that the family serve a 'Hidden Sentence' along with the prisoners', therefore, we aim to provide resources and services to support all of the family whilst their loved one is in our care.



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Our Family Support Service is supported and delivered by Family Support Workers who are employed by Serco and are based in the prison. Services & interventions include education courses, information, advice and guidance, workshops, Family and Toddler sessions, including a wide range of activities and support groups.

We know that many prisoners' are faced with social isolation. We acknowledge that there are many contributing factors such as breakdown in family relationships or being in the care system, however, we will ensure that these prisoners' are identified and there is every opportunity to help reform relationships with people outside and their peers inside.

Not all family relationships are beneficial. Sometimes family members can be either the direct or indirect victim of the prisoners offence, for instance in the case of domestic violence. In these cases, it is important that the individuals affected are protected. In these circumstances, permission is sought from the victim before any contact is allowed. At HMP Dovegate, the Family Support Team work closely with the Public Protection department, The Local Authority, Offender Management Unit and Safer Custody Team to ensure safeguarding measures are in place to protect victims and children and ensuring that no inappropriate contact takes place.

Lord Farmer's Report identified a 'local family offer' which identified five (5) key areas where there should be clear structures to offer family support and interventions. These key areas are our core baselines and include:

1.Visitors centre/bungalow. This is sited at the front of the prison and is where all visitors to the prison report to on arrival for pre-booked visits. It is open from 8am and 12.30pm.



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Over the next 3 years, our aim is to ensure that this area is physically welcoming and clean environment and offers the required facilities for visitors and for prisoners on release. We will ensure that information is available and up to date for visitors. We will introduce a suggestions box to encourage visitors to leave feedback and suggestions about their visit.

2.Staffing structure to ensure family work is an operational priority. We will continue to have a dedicated visits team which includes both Prison Officers and Security Officers who operate the outside visitors bungalow and visits hall. There will also be a dedicated Custodial Operations Manager who oversees these areas. Offering staff consistency enhances relationships and provides continuity of care, ensuring that the visitors experiences is positive.

Over the next 3 years, we will ensure that all visits staff, both operational and non-operation, undertake the Level 1 Safeguarding for all, training to raise awareness around child protection and safeuarding policies and procedures.

3.Extended visits. The Family Support team recognise the imporatanace of extended visits and these will continue as an important support mechanism for prisoners and their families or significant others. The Family Support Team will continue to deliver high quality family sessions/days and subject to demand, will enhance the number of sessions that are available to ensure that we are meeting the needs of our population.

In 2023, our aim is to deliver the current planned offer of 50 themed Family sessions/days. This will be reviewed for 2024/5 to ensure that all prisoners needs are being met. In addition, the team will explore alternative activities for teenagers who attend these sessions ensuring that each family day/session offers a variety of educational activites. We will deliver the planned eight (8) 'Toddler Sessions' in 2023, and subject to demand, will review this in 2024/25 . All of our extended visits are educational, fun and support child development needs so that families can learn together and create memories.



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4.Family learning opportunities. At HMP Dovegate we recognise that our rural location restricts and limits what we can offer, however, our education department delivered by Serco, is a fundamental factor in reducing reoffending and rehabilitation by supporting prisoners to achieve formal qualifications to enhance their job opportunities on release. In addition, our Programmes department offer a range of offending behaviour programmes should their sentence plan reflect this as a requirement.

Over the next 3 years, the Family Support Team will develop links with external services for example local schools, to raise awareness on how they can support a child when dad is incarcerated and the importance of maintaining family connections, including the emotional and practical impact this can have on children, their development and socialisation due to the stigma. We will also look at opportunities to introduce a 'homework club' and feasibility of utilising our digital technology to enable dads to attend virtual 'parents evening'. We will also look at specialist family/relationship courses that focus on inter-personal relationships, communication and social skills to help prepare the 'family' ready for dad's release.

5.Gateway communication system. This strategy is a 'live' document between HMP Dovegate staff, prisoners and their families and significant other. We want to encourage families to have a 'voice' and provide opportunities for feedback and suggestions to enable us to develop our practices. To enable this, we will continue to gather feedback following our enhanced visits sessions.

Over the next 3 years, we will introduce visitor surveys/needs analysis and family forums to gather information and better our understanding of families' experiences. We will develop signage within the visits hall to provide families and significant others with information on what opportunities are available for prisoners in custody, to use their time constructively. We will also look to develop the Serco webpage to ensure that information is up to date and easily accessible.



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Safer Custody at HMP Dovegate recognise that there are occasions within a prisoners sentence when they become at heightened risk of suicide and self-harm. Involvement and engagement with the prisoner's family or significant other can be useful in helping to support the prisoner through their 'at risk' period. The Safer Custody Team will, with the consent of the prisoner, invite contributions or attendance from families or significant others at ACCT reviews.

4. What is the impact of imprisonment on prisoners' families?

Since every family is different (including who is considered to be part of a 'family', the impact of imprisonment is different for every family. Yet, research suggests that there are some fairly common experiences.

Over 10 million children in the world have a parent in prison and Action for Prisoners Families estimates that in the United Kingdom approximately 200,000 children have a parent sent to prison each year.

The children of prisoners are 3 times more likely to take part in anti-social and delinquent behaviour. Imprisonment can result in reduced family income, home and school moves, disrupted relationships, stigma and decreased social support. Each year in the United Kingdom more children are affected by parental imprisonment than by divorce. It is estimated that 65% of boys who have a father in prison will go onto offend themselves. This research shows that offending can be catastrophic to families and children; who are also being punished along with their parent (Action for Prisoners Families: 2012).



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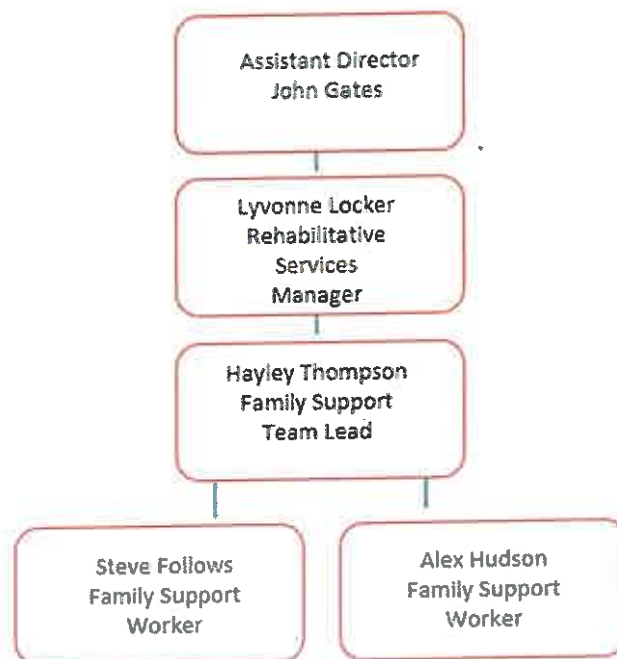
5. Why Focus on Children & Families?

Supportive families are a great resource for prisoners and they often play a vital role in helping an individual move away from crime. A supportive family can also provide effective protective factors for prisoners at risk of suicide and self-harm. Having a stable family to return to on release, can also encourage prisoners to engage in their sentence planning interventions and maintain positive behaviour whilst in custody, ensuring their earliest release from custody.



6. Meet our Team

To ensure that we can effectively implement and deliver family work at HMP Dovegate, we have a dedicated Family Support Team. Our team includes:



Our Assistant Director of Regimes & Purposeful Activities, champions the Families and Significant Others provision at Senior Management level with support from the Rehabilitative Services Manager who acts as a champion to the staff.



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7. Families & Significant Others Pathway

Rehabilitation is at the centre of HMP Dovegate's culture, and children and families form one of the strands within the Reducing Reoffending pathways as represented in diagram 1;



Diagram 1: Reducing Reoffending Pathway

Reducing Reoffending Pathway meetings are currently being re-introduced. They will be held monthly and will review the delivery and provision of the service on offer to ensure that we are meeting the needs of the ever-changing population. The Assistant Director of Regimes & Purposeful Activities & SMT Families and Significant Others champion will chair these meeting.

Our aim is to ensure that children, family, care leavers and significant others thread through each of these pathways.



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8. How to get in touch with us

Our Address

HMP Dovegate, Moreton Lane, Marchington, ST14 8XR

How to book a visit

Your family can book a visit using the following methods:

- Visits booking line is available Monday to Friday, open from 10am to 12pm & 1pm to 3pm. The booking line number is: **0800 877 8951** alternatively
- Visitors can email on the following email address: visits.dovegate@serco.com
- Prisoners can book a visit on the ATM



Safer Custody **HOTLINE 0800 877 8828**

If you are concerned about a prisoner's safety, health or wellbeing, you can contact the Safer Custody Hotline Number which is operated between the hours of 6.30am to 5pm, Monday to Friday. There is the option to leave a voicemail which is checked regularly throughout the day and member from this team will ring you back.



Out of Hours **Contact Number 01283 829400**

If you are concerned about a prisoner being ***imminent risk of danger***, please call the number above. The member of staff answering the phone will not be able to discuss the person in our care with you, but they will immediately pass your concern onto the Duty Manager to action. We aim to address any issues raised on the call immediately and will let you know what the outcome is.



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Family Support Team

The Family Support Team are here to support and assist you. To contact the team, please email: fst.dovegate@serco.com



Twitter

We have a Twitter account. Feel free to follow us on @HMPDovegate

9. Visitor Information



Maintaining contact and communication plays a significant part in ensuring that prisoners stay connected with 'the outside world'. Prisoners live for visits and letters. They emphasize the importance of hope. For that reason, regular contact is encouraged.

All prisoners can receive a visit upon arrival at our establishment once their visitors have been added to their approved list. This is done on the ATM or in-cell i-Pad. Information required for prison visits include; full name, date of birth, address including postal code, contact number and relationship of each visitor.



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Once visitors have been authorised by the visit's administrator, the prisoner can book the visit. Please note, that prisoners are allowed up to 3 adults and 4 children per visit.

Please note that you need to be over the age of 18 years to visit a prisoner. If a child is visiting, then they need to be accompanied by an adult. Children must not be left alone anywhere at any time on the establishment's premises including the visits bungalow, car park or vehicle.

Visitors' bungalow

All visitors arriving at HMP Dovegate's will need to go the visitors bungalow which is sited at the front of the establishment. It is open from 8am and 12.30pm, and this is where family, friends and legal representatives check in for pre-booked visits.

There is a 15 minute 'cut off' for every visit. We understand that for some families and children visiting a prison can be a very anxious and emotional experience. The Family Support Team are available before or after your visit should you have any worries or concerns. If there are concerns relating to a prisoner, relevant information will then be passed on to the Safer Custody Team to ensure their safety.

What you will need to bring with you

When you visit someone in HMP Dovegate, you will need to bring one form of photographic identification with you. This can include:

- Passport
- Driving Licence
- EC Identity Card
- Employers/Student ID Card
- Bus Pass with photograph
- Red Maternity Book/Birth Certificate (ID option for children)



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Help with the cost of your visit

'Assisted Prison Visits Scheme' offer financial assistance with visiting. If you qualify to receive help with your finances such as benefits, you may be able to claim all or part of the cost of your travel expenses. As part of your application, you will need to get a secondary form stamped by prison staff when you leave, in order to prove your visit took place. Information scheme is available in the visitor's bungalow or you can click this link here; www.gov.uk/helpwithprisonvisits

Visiting times

HMP Dovegate provided visits at the following times:

Main Social Visits		
Day	Morning	Afternoon
Monday	09.00-11.30	13.30-16.00
Tuesday	Closed	13.30-16.00
Wednesday	09.00-11.30	13.30-16.00
Thursday	Closed	13.30-16.00
Friday	09.00-11.30	13.30-16.00
Saturday	09.00-11.30	13.30-16.00
Sunday	09.00-11.30	13.30-16.00

VP Social Visits		
Day	Morning	Afternoon
Thursday	09.00-11.30	Closed
Sunday	Closed	13.30-16.00

TC Social Visits		
Day	Morning	Afternoon
Thursday	09.00-11.30	13.30-16.00
Saturday	09.00-11.30	13.30-16.00



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Sunday	09.00-11.30	13.30-16.00
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Prisoner visits allowances per month	
Basic IEP	4 x 1-hour per month
Standard IEP	5 hours per month
Enhanced IEP	8 hours per month



How much money can I take with me on a visit?

When visiting HMP Dovegate, you are allowed to take into the prison a maximum of £25.00 per group, for the purchasing snacks and drinks. On our extended visits, for example, a Family Day/ session, the amount you can bring into the prison is £50.00 per group.



Purple Visits

The introduction of Purple Visits, a secure video call facility, has enabled prisoners to stay connected with their family and significant others via secure video calling. This is an excellent opportunity for families to maintain contact when face to face contact cannot be facilitated.

There is no current cost to use this service and each session will last for 30 minutes. Purple Visits slots are limited to one (1) per month, with the exception for Foreign National Prisoners, who are entitled to three (3) slots per month.

All Purple Visits are monitored for safeguarding and security purposes. For access, you will need to download the Purple Visits App on a smartphone or tablet and register on there. For further information, please use this download link [here](#).



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Available booking times for all prisoners are:

Purple Visit Slots			
Day	8.15am	11.45am	4.20pm
Monday	Main prison	Main prison	Main prison
Tuesday	Closed	Closed	Main prison
Wednesday	Main prison	Main prison	Main prison
Thursday	VP/ TC	VP/TC	Main prison/TC
Friday	Main prison	Main prison	Main prison
Saturday	Main prison/TC	Main prison/TC	Main prison/TC
Sunday	Main prison/TC	Main prison/TC	Main prison/TC



Emailing prisoners at HMP Dovegate

If you have access to an email, you can keep in contact using www.emailaprisoner.com. Email a prisoner scheme has become a vital tool for family and friends. Messages are sent via the website and are delivered to any UK prison safely and securely. When the message has been received by the prison, it is printed out and delivered to the prisoner.

This service is available within HMP Dovegate in conjunction with UNILINK. For further information on this service, please click on this link [Email a Prisoner](#)

PRISON VOICEMAIL

Prison Voicemail

Prison Voicemail is a service which enables approved family members to exchange voicemails and speak directly with a loved one in prison.

Visit prisonvoicemail.com for more information.



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Sending Money

Money can be sent in by Direct Debit You will need the prisoner's number and date of birth. For more information, please go to www.gov.uk/send-prisoner-money

HMP Dovegate does not accept postal orders. If you want to make a request to send in a postal order, the family will need a valid exception form which is available from www.gov.uk/send-prisoner-money



Clothing Parcels

Prisoners new to HMP Dovegate or serving over 4 years and are either enhanced or standard IEP (Incentives & Earned Privileges), can apply for clothing via the ATM. They are entitled to 10 x clothing items per year, as well as underwear. Prisoners will need to provide the name and address for where the clothing will be sent from. Once a clothing parcel has been received, a further clothing parcel is not allowed for a further 12 months from the date received. Once the clothing parcel has arrived in HMP Dovegate, Reception staff will process the parcel and arrange for the prisoner to collect it.



Letters

Letters are a traditional way to maintain contact. Incoming mail is delivered to the establishment Monday to Friday and is processed in the morning and delivered to each residential unit for distribution the same day. Outgoing mail is posted in post boxes on the residential units and collected by the staff.

Envelopes must not be sealed. The only letters that can be sealed are legal solicitors / Rule 39 letters and should only be sealed and signed for in front of a member of staff. All letters posted out must include the prisoners name and number.



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All letters sent in must be addressed with the following on the front of the envelope:

Name & prison number

HMP Dovegate

Uttoxeter

Staffordshire

ST14 8 XR

A return name and address are also required on the back in case the letter needs to be returned.

Telephones

Digitalisation of prisons has come a long way in the recent years providing positive opportunities to facilitate better and easier family contact. Within HMP Dovegate, all prisoners have in cell telephones, making contact with their families and significant others more feasible.



In-cell Technology

In-cell IT has been rolled out across the prison. Technology has turned the existing TVs into 'Smart' TV's which allow prisoners to contact internal departments with ease, book visits and order canteen and menus amongst other things. This helps prisoners to take more responsibility for their day-to-day lives. There are also educational games such as chess and wordle and access to prison news, information and self-help literature.



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One of the biggest advantages of In-cell IT is the ability for prisoners to send messages to the approved social mobiles on their PIN. This has reduced the costs of communication for prisoners as well as giving their friends and family the ability to make the first contact rather than having to wait for a phone call.

10. How to get to HMP Dovegate



By Car

For satellite navigation, use the postcode **ST14 8XR**, this will bring you directly to the prison.

We are located on the Staffordshire and Derbyshire border, approximately 10 minutes from the A50.

The nearest motorway junctions are, M1 J24a (South) M1, J23 (North) and M6 J16.



By Rail

The nearest railway station is Hatton and Tutbury, and from there a taxi will be required. Hatton and Tutbury is not a mainline station, and getting there will require a change at Stoke or Derby. The nearest mainline station is Burton on Trent.



By bus



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There is a limited bus service from Uttoxeter and Burton on Trent (not Sunday or public holidays). Click [here](#) for the Midland Classic 402 timetable. (HMP Dovegate, can not be held responsible for any changes or delays to public transport services)

11.Supporting Prisoners & Families

Public Protection

Public Protection services are vital to the Safeguarding of prisoners and the wider community. Safeguarding children is a priority and dependant on the risk level of a prisoner, this will determine the level of contact allowed in prison. Management of these restrictions include mail, telephone and face to face contact. Public Protection checks are completed before any activity or intervention is undertaken with the Family Support Team.

Safeguarding

The Family Support Team ensure that safeguarding processes and procedures are firmly embedded and followed when undertaking families & significant other work. This includes Public Protection and Security checks. The Family Support Team remain in date with their Safeguarding awareness training. Where there are any safeguarding risks to children, the Family Support and Public Protection teams will ensure Safeguarding protocols are followed and any concerns will be reported to the local authorities. All of our Family Support Workers have enhanced CRB checks.

We also have a Safeguarding Strategy that ensures safeguarding measures are in place. This is managed by our Safer Custody Team. Safer Custody meetings are held regular. Details of our safeguarding processes are detailed in our local Safeguarding Strategy.



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Safer Custody

It is recognised that there may be times throughout a prisoner's sentence when they could become at risk of suicide or self-harm and maintaining engagement with family/friends to help support them through these difficult times is paramount. Including attending or providing contributions at ACCT reviews which are welcomed by the Safer Custody team.

The Safer Custody team manage and monitor the Safeguarding hotline, which provides family/friends with a facility to speak to a member of staff/or leave a message about a prisoner that they have safeguarding concerns about.

If you are concerned about a prisoner's safety, health or wellbeing, our Safety Team can be contacted on the above number.

Care Leavers and Care Experienced

Care Leavers are defined as somebody that has spent time in the care of the local authority. The CJS report 2019, suggests that between **25% and 50%** of the prison's population within the Criminal Justice Service are care leavers. It is recognised that such prisoners may not have visits or any other form of communication from family members or significant others for several reasons. Dependent on factors including age and duration of time spent in care, some prisoners may not qualify for support from their local authority, however, our Equalities Team have introduced the Care Leavers Protective Characteristics (PC) forums. These meetings will have an appointed Assistant Director assigned to ensure that monthly forums are held with prisoners.

Over the next 3 years we will appoint a member of the Family Support Team to attend and support these meeting.



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Families at the Centre of Throughcare (F.A.C.T)

The F.A.C.T scheme is being re-launched within HMP Dovegate. It is a bespoke service that was introduced in our Serco prisons. This scheme enables families and friends to meet and maintain regular contact with their significant others' dedicated Prison Custody Officer (Key Worker).

Shortly after arriving at HMP Dovegate, *every* prisoner will be offered the opportunity to have an additional Directors Reception Visit with his family or close friends.

At the Directors Reception Visit, families and friends meet with the Key Worker, receive a short induction presentation, sample food from our daily menu and have the opportunity to ask questions/put to rest any concerns or unknowns about life at HMP Dovegate.

Written permission to contact family members/friends with regular progress updates will be sought and regular updates on matters relating to issues such as safety and well-being, achievements and sentence planning objectives are provided.

The aim is to promote rehabilitative and constructive relationships that will guide, encourage, and motivate all prisoners to make the most effective use of their time when in custody and to prepare for their release back into the community and family life.



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Keyworker

All prisoners will be allocated an interim keyworker within 24 hours of arrival. Once they have completed their induction, they will be re-located to an appropriate wing location (pending) their status and a permanent keyworker will be allocated at this point.

The allocated keyworker roll will be to promote a rehabilitative and constructive keyworker/prisoners' relationship that will guide, encourage, and motivate the prisoners to make the most effective use of their time when in custody.

Employment Hub






HMP Dovegate's work with partnership specialist services to help plan for a prisoner's release. They specialise in accommodation, employment, training, education, finance, benefit and debt and Prisoners can apply by the ATM to arrange an appointment.



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The hub is made up of the following agencies:

-  Our Probation Services consists of caseworkers and senior Probation Officer. Their job is to support you in planning for your release when you have 12 weeks left to serve. They work closely with your Community Probation Office, so even if you do not need any support, they will be able to let your Probation Officer know that you are well and that your release will go smoothly.
-  Our DWP workers can support you with job search, applications and benefits claims for release.
-  Provides practical and emotional support for Prisoners and deliver services inside and outside of prison.
-  Provide trainings, including Traffic management and CSCS cards and support for prisoners and deliver services inside and outside of prison.
-  Help with access to GP and help with medication prescription upon release.

Drugs and Alcohol

Substance Misuse Service (SMS) are commissioned by NHS England to deliver services for offenders with a history of, and/or with current substance misuse problems. The ethos of the SMS team is to provide an environment where abstinence can be achieved. The cycle of recovery is often a difficult one and relapse can be a feature, the involvement of family can positively support, challenge and promote recovery.



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12. Early Days in Custody (EDC)

During an Induction interview

At HMP Dovegate we recognise that the first few days in custody can be especially daunting for prisoners and their families, especially if this is their first time in prison, and there will be a lot of uncertainties surrounding this.

The first night for any new prisoner can feel strange and difficult, and on some occasions, they may feel isolated - the more isolated a person feels, the more difficult their experience of prison can be. For many being separated from contact with family and friends can be one of the most painful consequences of prison life.

Feeling isolated can also heighten a person's anxieties or feelings of self-harm so having a good network of support is important.

Maintaining healthy contact between prisoners and their family and friends is linked both to reducing an individual's risk of harm and to reducing reoffending. HMP Dovegate have several prisoner mentor roles to assist prisoners for a wide range of matters. These include:

- PIAC reps- Full time reps located on every community. They can advise on all general queries.
- Listeners- Prisoners, who are specially selected and trained, who provide confidential emotional support to their peers who are struggling to cope.
- Health Champions- Provide information and support for a few health queries.
- ROAD Mentors- Provide information, advise, guidance and brief interventions for substance misuse related issues.
- Violence Reduction Reps- Can assist with concerns relating to violence



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All new prisoners are welcomed to HMP Dovegate in our reception area by our staff and peer mentors. Our main aim is to ensure that all men in custody are treated with decency and respect. Prisoners are offered a free phone call to make contact with their loved ones to let them know where they are and that they're safe. This initial phone call is available whilst they are in reception prior to being located on to our residential 'Early Days in Custody' (EDC) unit.

As part of the reception process, staff will ask prisoners for their next of kin details if for any reason contact needs to be made.

Once a prisoner has completed the reception process, they will then be located on to the 'Early Days in Custody' (EDC) unit where the following will take place:

- Basic Custody screening completed to understand and identify individual need and what support is required. Contact can be made with family or organisations to support this process. In circumstances where the prisoner is listed as a sole carer for a child or other dependent.
- Induction delivered by prisoner mentors, to provide support and insight into prison rules and everyday custom and practice in custody.
- Learning and skills assessments - education and training advice & guidance.
- Meeting with the Chaplaincy team, Healthcare personnel and the Substance Misuse Team.
- A Gym induction.

The Induction process In HMP Dovegate is seen as a process, rather than an event and begins as soon as a prisoner is remanded into custody at court, or in the case of those transferred, when they leave transport arriving at HMP Dovegate.

The purpose of induction is to inform those within custody about prison life, provide information about HMP Dovegate for example, the regime and their responsibilities



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and privileges within custody, and to begin to prepare them for their return to the community.

The Early Days in Custody unit will enable every prisoner to approach their time in custody constructively to gain the maximum benefit from their sentence whilst supported by peers and staff throughout their custodial journey.

Whilst in Custody

Throughout a prisoner's time at HMP Dovegate, they will be encouraged by staff to keep in touch with their family and friends. They will also be supported by non-discipline departments who will assist with maintaining family ties by offering wide choices of support throughout the custodial period. Some of our discipline, non-discipline departments and partners at HMP Dovegate are:

- The Chaplaincy Team
- The Independent Monitoring Board (IMB)
- Education
- Gymnasium PEI's
- Substance Misuse Practitioner
- Resettlement provider caseworkers
- Employment Hub
- Prisoner Peer Mentors
- Safer Custody Team



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13. Our Local Service Offer

Diagram 2 represents the local family services offer at HMP Dovegate and below is an overview of each;

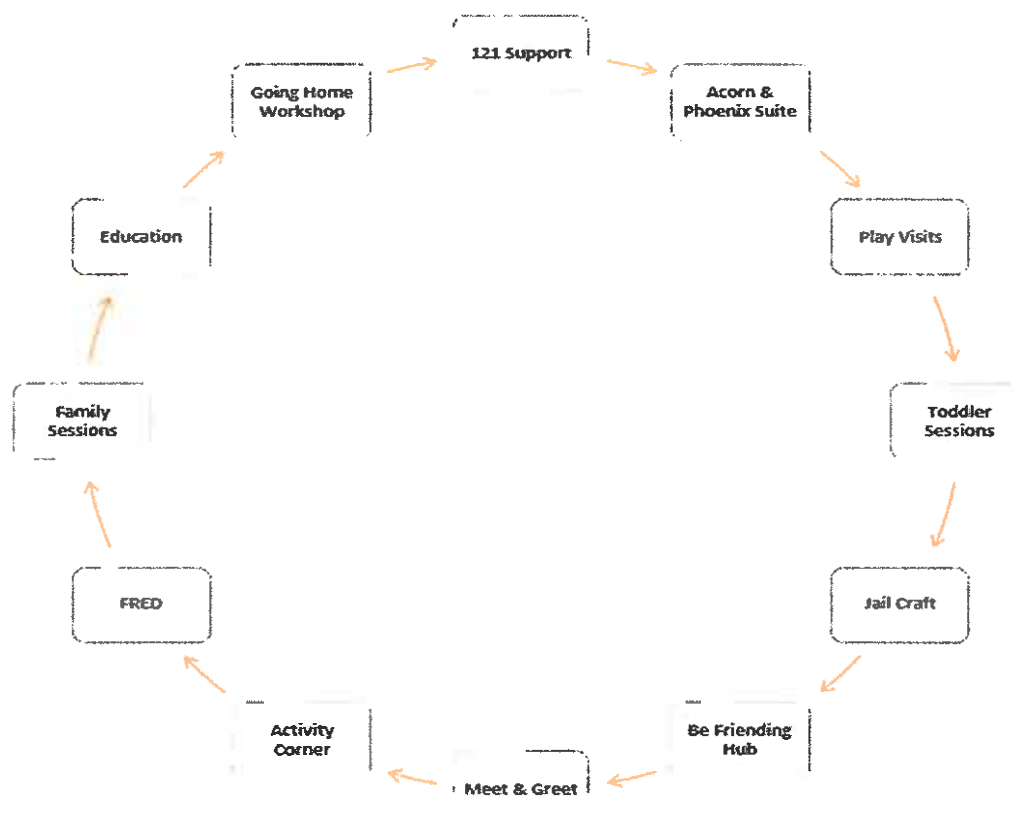


Diagram 2; Local family services offer



one to one support

The family support team are available to support with additional queries and concerns in relation to family matters. These can be discussed on a 1-2-1 basis at a prisoner's request.



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Family Suites

These are the HMP Dovegate Family Rooms, there are two Family Suites. The Acorn Suite is located off the main visit's hall and the Phoenix Suite is located off the TC visits hall. These rooms are furnished much like a family lounge and provide a safe, secure and stimulating environment, in which prisoners can have a more relaxed visit supported by a Family Support Worker.

Open to all prisoners. Applications are subject to security and public protection clearance.



Play Visits

An opportunity to spend a quality two hours enjoying focused play with your children in the Acorn or Phoenix Suite, supervised by a Family Support worker. You may book one of these a month subject to availability. A Family Support Worker will discuss activities with you before the visit. Open to all prisoners. Applications are subject to security clearance.



Family Sessions

HMP Dovegate's Family Sessions will be held every school holiday and are open to all prisoners subject to security & public protection clearance. These sessions offer flexibility in the visits hall where families and prisoners can move around and interact freely in a more positive manner, to build up those all-important family relationships. Themed days include craft activities, competitions and games.



Family and Friends Adults Sessions

Open to all prisoners subject to security & public protection clearances. An opportunity for prisoners who do not have children or, who have children 18 years and over who want to spend quality time together. Sessions include tabletop games, bingo and competitions.



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Grandparents Sessions

Open to all prisoners subject to security & public protection clearances. An opportunity for prisoners who are Grandads and want to spend quality time together with their Grandchildren. Arrangements for the session are the same as the Family and Family & Friends Sessions.



Multi-Faith Family Celebrations

Open to all prisoners subject to security & public protection clearances. In addition to the above family days, HMP Dovegate is committed to ensuring that prisoners from all religious faiths and beliefs are given the opportunity and facilities to practice their religion. In addition to this it is imperative that prisoners are able to share some of the key festivals with their families and significant others. Prisoners will have the opportunity to share key celebrations with their loved ones. The Family team have prepared a calendar of key religious events so that prisoners can apply and take advantage of this opportunity.

Accessing our family sessions

Our Family sessions encourage dads and grandads to socialise in a less formal setting and to re-kindle/ develop relationships with their children/grand-children and other family members.

Posters and information with dates for the family/family & friends, Grandparents and faith celebration sessions, will be published and available on residential units, in the Visitors bungalow and Visits hall.

Throughout 2023, the Family Support Team are planning 55 themed Family/adults/grandparents and religious celebration sessions.



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ToDDleR GroUp **Toddler mornings**

These are two & half hour visits held during term-times for prisoners with children aged four and under. They are an opportunity to spend quality time building father-child relationships. Refreshments, craft & themed activities will be provided and each session ends with a story and rhyme time.



Activity Corner

This is a new family worker led interactive craft activity that is available to support children and families during prison visits. This offers children an opportunity to engage in a range of educational craft activities which are delivered by our Family Support Workers. The Family service also provides 'table top' boxes which offer a range of age-appropriate activities to encourage play and fun between dads and family members. The child centered interactive activities are essential to help families to bond and improve relationships.



Jail Craft

Prisoners are given the opportunity to create occasional cards, memory boxes, design a photo frame, origami, create achievement certificates and other crafts that they would like to make. This intervention is available weekly.



Be-Friending Hub

The Family Support Team are introducing a Be-Friending Hub aimed to support prisoners who don't receive visits. We will provide a range of activities that the prisoners can get involved in, for example, board games and provide them a safe space to socialise, build new friendships and increase self-esteem and self-confidence.



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Fathers Reading Every Day (FRED)

Fathers Reading Every Day (FRED) is a 6-week programme designed to get dads reading to their child every day for between 15 and 30 minutes. After the 6 weeks, the Family Support Team will arrange a Celebrating success session to share achievements.



Education In addition to the above interventions provided by our Families team, our library stocks a number of resources and parenting books available for prisoners to access. Various activities will be available through our education team and will include:

- 'The Book Project'- Prisoners can choose a story book and a copy is sent to their child where the story is shared over the phone.
-  Story Book Dads – Prisoners are able to voice record a story that is then sent to HMP Channing's Wood who edit with background sounds to compliment & download onto a CD. This is then returned and shared with the children of the prisoner. Security and public protection checks are completed.



Meet & Greet

We understand that families can be affected by the imprisonment of a family member and their experience of visiting a prison can be one of mixed emotions. For some, visiting can be a happy experience, however, they can also be a very stressful and upsetting time. Having a familiar and friendly face of one of our Family Support Workers can help elevate feelings of anxiety of tension and create a more positive experience.



Going Home Workshop & Re-Connecting session

This is a newly developed one session brief workshop has been designed to help raise awareness on the potential issues that prisoners and their families may experience



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following release from prison. It includes information on community services that can support post release and offers prisoners a safe place where they can explore what life may be like after imprisonment.

A Family re-connecting session will also be available for prisoners that have completed this workshop. It will involve other internal departments that can provide

information & advise and support available ready for release.



Outdoor

Play Area

An outdoor play area is available during the warmer months (weather permitting). This new activity area offers fun and exciting play with all the family.



14.Feedback/Evaluation

It is very important for use to hear and learn about your experience when visiting HMP Dovegate so we can ensure we are creating a safe and welcoming experience. Currently feedback forms and comments books are available for our family sessions, however, over the next 3 years, we want to expand and make available the following measures that capture your suggestions:

-
- Family forums
- Visitor surveys
- Feedback forms made available in the visitor's bungalow

We will also ensure that MQPL reports and HMIP recommendations are reviewed and recommendations implemented and our SMT and staff champion will continue attending the Prisoner Council meetings (PIAC) to hear prisoners' suggestions and ideas. Every comment/suggestion and feedback will be looked at in the Family Support monthly team meeting which is chaired by the Families and Significant Other



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Manager/Champion and includes membership from the Visits and Key Worker Custodial Operations Managers.



15.Reviewing our Measures

In order to ensure that the 'family' remains the focus of our work towards the rehabilitation of our prisoners at HMP Dovegate, we will monitor and review through;

- Reducing Re-offending Pathway meetings
- Threading the Children and Families pathway through all of the Reducing Reoffending pathways
- Family Support Meeting
- Senior Management Meetings
- Prisoner MPQL
- HMIP expectations
- Prisoner, Family and Significant Other surveys
- OMiC, Keyworker involvement and FACT (Family and Friends at Centre of Throughcare)
- Prisoner Counsel Meetings (PIAC)
- Family Forums
- Family Day/ Feedback
- Toddler session Feedback
- Acorn/Phoenix Suite comments book



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16. Additional Support



<https://www.nicco.org.uk/>



Helpline opening hours:
Monday - Friday 9am - 8pm
Saturday and Sunday 10am - 3pm

<https://www.prisonersfamilies.org/>

	
Local Job Centre	0800 169 0190
Universal Credits	0800 328 5644
Citizens Advice Bureau	0800 1448848
Money Advice Service	0800 1387777
The Salvation Army (Clothing Bank)	0808 141 5890
Trent & Dove Housing	01283 528528
The Trussell Trust (Food Bank)	01722 580 180
PACT Helpline	0808 808 2003
Turn2us www.turn2us.org.uk -	0808 802 2000
Prisoners Education Trust	020 3752 5680
Prince's Trust	0800 842 842
Prison Reform Trust	0800 842 842
Bounce Back	08081 963656
Job Centre Plus	0800 055 6688
Nacro	0300 123 1999
Anxiety Uk Text Support	07537 416905
Healthy Minds (North Staffordshire & Stoke)	0300 303 0923
Mind	0300 1233393
Together	020 7780 7300
Samaritans	116 123
Calmzone	0800 585858
Cruse Bereavement Support	0808 8081677
PTSD Resolution	0300 302 0551



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17. Next Steps 2023-26

Over the next three years the Family Support Team at HMP Dovegate is committed to further enhancing their service to ensure that the provisions available continue to support and enhance family ties.

Visitors bungalow	Staffing structure to ensure family work is an operational priority	Extended visits	Family learning opportunities	Gateway communication system
Complete a rehabilitative culture and trauma informed walk through & action plan to enhance the physical environment of the visit's bungalow <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Family Support workers to complete Level 1 Safeguarding All refresher training <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Family Support Team to deliver planned Family sessions (50+ scheduled for 2023) <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Deliver workshops & invite local schools to attend to raise an awareness of the impact children may encounter with parents in prison <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Introduce visitors' surveys/ needs analysis <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved
Ensure that information displayed in the visit's bungalow is up to date and relevant. <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Visits staff to completed Level 1 Safeguarding for All training <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Develop activities for teenagers when visiting/ attending Family sessions <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Introduce homework Clubs <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Introduce family forums <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved
Display a suggestions box & feedback forms in the visit's bungalow. <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved		Continue to deliver current service offer for Toddler Sessions <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Consider implementing virtual parents evening sessions <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Display information in the visit's hall on family service offer/ opportunities available for prisoners <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved
			Consider accredited family/ relationships course <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved	Develop/refresh Serco webpage <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved Family Support Work to be part of the Care Experienced Forum <input type="checkbox"/> Achieved <input type="checkbox"/> Not achieved



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