



# HMP Forest Bank

## Families & Significant Others

### Strategy

2023/24

## **OUR MISSION: CHANGING LIVES FOR THE BETTER**

Our mission is to change lives for the better, and it is this which lies at the core of everything that we do:

- We work with clients and partners to protect the public;
- We seek to reduce crime by challenging offending behaviour; and
- We offer individuals the opportunity to change

## **OUR BELIEFS:**

Sodexo Justice Services believes that:

- Everyone can change for the better;
- Everyone has the right to be treated humanely, decently, respectfully and fairly; and
- Everyone has the right to live and work in a safe environment.

## **OUR VALUES**

We have a reputation for delivering outstanding justice services, based on our values which are reflected in everything we do: safety, dignity & opportunity.

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## INTRODUCTION

The Children and Families Pathway at HMP Forest Bank is dedicated to understanding the needs of families affected by imprisonment and widening the scope of meaningful and effective interventions offered to prisoners and their families. SJS acknowledges the importance of engaging families in a prisoner's rehabilitation and through partnership working we look to tackle entrenched problems to improve the well-being of the whole family to aid successful prisoner resettlement and desist from a life of crime.

HMP Forest Bank has always recognised the importance of the role of families and significant others and has prioritised family work in recent years. Since 2012, there has been a dedicated Children and Families Manager in place to drive the family strategy forward and embed the work into the day-to-day work of the prison. Currently, we have a dedicated team of family workers delivering our Pathway. Lord Farmer's 2017 report '*The Importance of Strengthening Prisoners' Family Ties to Prevent Reoffending and Reduce Intergenerational Crime*' cites HMP Forest Bank as delivering areas of best practice demonstrating the commitment to family work here at HMP Forest Bank.

This strategy is structured in response to Lord Farmer's report and his main recommendations:

1. Visitor Centre
2. Staffing Structure
3. Extended Visits
4. Family Learning
5. Gateway Communications

Consideration has also been given to HMIP Expectations and a wider context of Workforce Development and Partnership working.

As explained in the following strategy, the Children and Families Pathway has been through a period of restructure. We will continue to develop the Pathway and it will be under constant review to ensure it is fit for purpose. This strategy will be reviewed in 12 months and updated to incorporate the developments that occur in the year pending.

**Note:** For the purpose of this strategy, we adhere to guidance from HMPPS 'Delivering Effective Family Practice': "*Family is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers this may be someone that provides a statutory service, friend or associate.*" Further to this we recognise that many of our prisoners will have experienced a non-traditional upbringing and we endeavour to accommodate all family circumstances.

For ease of reading this strategy, we refer to 'family' throughout the strategy with the above understanding of different situations.

## HISTORY OF THE C&F PATHWAY (2012 – Present):

Over the last 11 years, the Children and Family pathway has grown and developed, learning from examples of good practice in other prisons, to now provide an outward facing, meaningful and effective family support service.

This strategy focuses on the resettlement work carried out by the Children and Families team. It is written and aligned to wider prison strategies and policies such as:

- Visits Policy
- Safeguarding Policy
- Safer Custody Policies and Procedures
- Strengthening Prisoners Family Ties Policy Framework
- Vulnerable Prisoners Policy
- Reducing Reoffending Strategy

### Recent Developments of the Pathway:

In 2016 following a restructure of the SJS services and the introduction of the CRC, two Troubled Family worker roles were created. In partnership with the Greater Manchester Public Reform Team and Police and Crime Commissioner Office, the focus of the work was to support the national Troubled Families Agenda by ensuring that prisoners and families identified as a 'troubled family' continued to receive support from the family workers and community agencies whilst in custody.

This innovative work was delivered from HMP Forest Bank alongside a family support system delivered by the Prison, Advice and Care Trust (PACT). It was decided during this time for SJS to operate the Visitors Centre and to take a lead on family work within the establishment.

During 2017, a review of the Children and Family pathway was completed to ensure it met the needs of the prison long term and aligned itself with the Greater Manchester Combined Authority (GMCA) priorities. At this time, changes nationally in the Troubled Families agenda emerged and within Greater Manchester, Troubled Family funding and processes were dispersed into mainstream services, lessening the emphasis on dedicated Troubled Family teams.

In response to this, a decision was made to restructure the Children and Families Pathway in consultation with the GMCA, to enable one dedicated service delivered by SJS and to allow for gaps in provision to be filled.

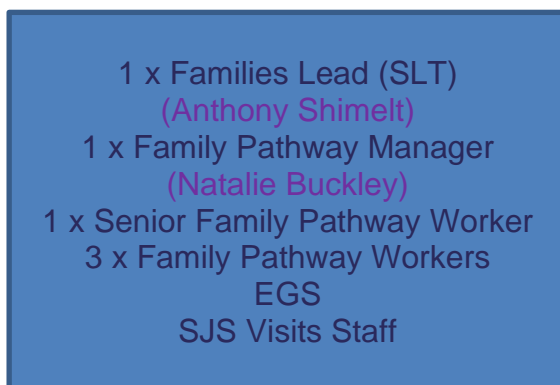
Throughout 2018-2020, various reviews of establishment resources saw the Children & Families service funding cut, forcing the service to reduce in size. During this time, resources were redirected into safer

custody, with more of an emphasis on ensuring the prison is a safe and suitable environment for both staff and prisoners.

During 2021, a further review of resources within HMP Forest Bank was completed. In response to this and taking into consideration the impact COVID-19 has had on prisoners and their families, it was decided that family work within the establishment would again become a priority. This has enabled the service to increase, allowing for the recruitment of additional Family Pathway Workers. The service now boasts 1 x Senior Family Worker and 3 x Family Pathway Workers, enabling us to provide an enhanced service to prisoners and their families.

In addition to the review of resources, the Children & Families service title was amended to ensure it is more inclusive of the whole prison estate. We have decided to drop the word children from our title as we believe that this can discourage those without children to use this service. We recognise that families can be made up of a variety of relationships. The service is now referred to as The Families Team.

2023/2024



1 x Families Lead (SLT)  
(Anthony Shimelt)  
1 x Family Pathway Manager  
(Natalie Buckley)  
1 x Senior Family Pathway Worker  
3 x Family Pathway Workers  
EGS  
SJS Visits Staff

Historically, the interventions offered by the Families Team have been focused on families with young children. There has been a gap in services available to older children. Throughout 2023/24 the Families Team service plan to increase the number of activities offered to ensure the service is more inclusive of the whole family unit. Activities will be considered such as play sessions for toddlers, games sessions for ages 5+ and sports sessions to include children of all ages.

The Families Team plan to further enhance the relationship with Visits staff, working closely with one another on Family Day events and other interventions requiring the use of the Visits Hall.

## VISITORS CENTRE

HMP Forest Bank has a well-run and friendly Visitor's Centre, purpose built in 2006. SJS colleagues ensure the visits process is seamless and accessible to engage with all our visitors, ensuring they feel safe and welcomed whilst building relationships visitors have with prison colleagues.



Visitor Centre

The Families Team are widespread across the prison and now have Family Workers based both in the Visitor's Centre and the Visits Hall. There is a dedicated office in the Visitor's Centre with facilities to support confidential discussions between staff and visitors as and when required. The idea being that staff are readily available to support families prior to them entering the prison. The additional office in the Visits Hall ensures Family Workers are also on hand should support be required on a social visit.

The Families Team offer a range of support all designed to help maintain positive family ties. Support offered is dependent upon individual circumstances and is tailored to individual needs.

### The Visiting Experience for Children

Using regular feedback from visitors and prisoners, we continue to develop and enhance the visiting environment with a particular focus on children. Play activities/craft packs are available in the waiting areas and during visits. We encourage children to spend time with their families at the tables during visits. There are craft packs and activity type sheets such as crosswords, Sudoku puzzles for older children and adults. We are continuing to develop our play activities considering visitor and prisoner's feedback to ensure children are safe and confident when they visit.

To further enhance the visits experience for children, colourful images are used in areas throughout the visiting process to brighten up the space. Within the Visits Hall (prior to COVID-19) there was a dedicated children's play area. Due to COVID restrictions and the requirement for visitors to remain at their designated tables, there was a need to remove the play area.

Forest Bank have been working alongside Bright Horizons to provide a new 'bright space' play area in the Visits Hall. Funding for this area has been approved. Work to implement the area is ongoing. It is hoped the area will be available for use in the near future.



Entrance to Visitor Centre



Forest Bank Visits Hall

The Families Team aim to support families visiting the establishment by offering supportive sessions referred to as 'New to You' sessions. These sessions take place outside of regular visiting hours and so are an opportunity for children or visitors who are apprehensive about visiting the establishment to have a quieter tour of the Visitors Centre, search process and Visits Hall. More information on supportive measures is available upon request.

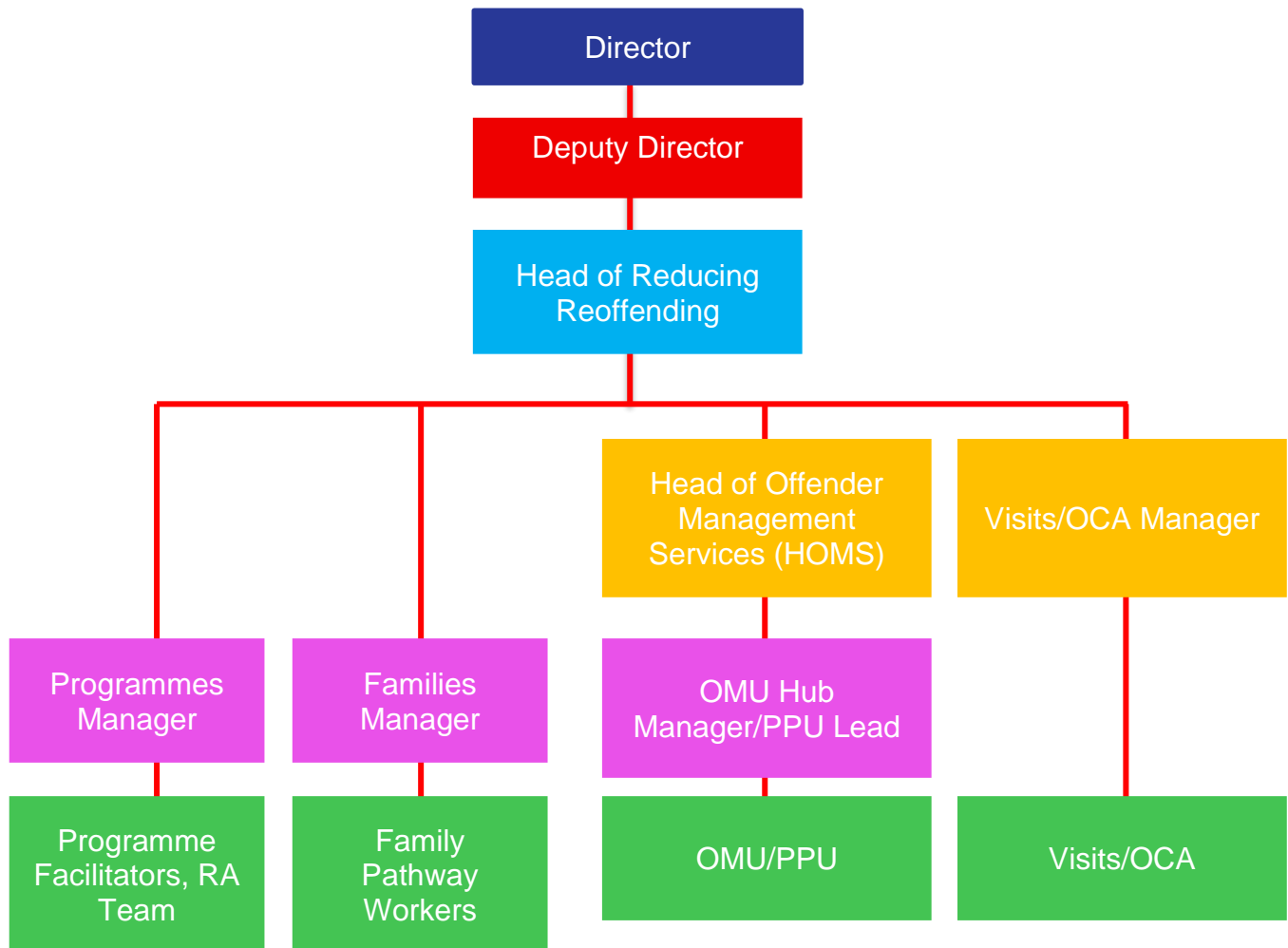
### Enhanced Gate Security

Enhanced gate security (EGS) is a relatively new feature introduced to HMP Forest Bank in 2021/22. This initiative has seen the gate security team merge with the Visitor's Centre to help make the visiting experience seamless and more controlled. Visitors are now searched and processed more efficiently which helps to reduce waiting times. Feedback from this change has been positive with visitors reporting they feel safer going through the process.

More information on the visiting process and how we meet HMIP expectations can be found in HMP Forest Bank's Visits Policy. The Families Team also offer a 'family friendly' information booklet with information on various processes within the prison (inc. the search process and visits experience).



## STAFFING STRUCTURE



Family work within HMP Forest Bank is recognised for its positive impact on prisoners, their families and resettlement as whole. A staffing structure is in place which lends itself to the successful functioning of a Families service. As previously discussed, the Families Team now has 4 x family workers based both in the Visitor’s Centre and Visits Hall. A Family Pathway Manager is in post to help drive the Children and Families Pathway forward.

The Children and Families Pathway is governed through quarterly Reducing Reoffending meetings attended by a range of functions involved in delivery family work. In addition, the Children and Families Pathway contributes to other key meetings within the prison such as ACCT reviews and the Inter Departmental Risk Management meeting (SIM/CSIP). Feedback from the Families team contributes to the effective management of prisoners.

In addition to this, performance measures are in place and are reported to the Senior Management Team and the Controller’s Team on a monthly basis.

## PERFORMANCE & MEASURES

The Families Team closely monitor their outcomes and report them on a monthly basis to senior management as well as the Controller's Team. The data recorded is extensive and highlights the positive work completed by the team. An example of the data recorded is as follows:

### Performance Data – December 2022 Overview:

- **43 prisoners/families** currently on the Families Team caseload receiving intense support. This includes 1-1s, case worker liaising with Social Services, providing regular updates on their case and facilitated visits (where appropriate).
- **239 new inductions contacted** (welfare check completed and information on Families Team service given. Purple Visits are discussed verbally to help raise awareness of this opportunity. Prisoners are also sent written info on PV).
- **53 Inductions** identified as first time in prison. Support offered.
- **4 x Baby Bonding sessions** completed (22 Prisoners attended in total).
- Bite size courses delivered:
  - **4 x Positive Thinking sessions** (22 Prisoners in total)
  - **1 x Positive Parenting** (6 Prisoners in total)
  - **3 x Pre-Release sessions** (18 prisoners in total)
- **3 x Family TV sessions** completed. These sessions continue to run well and are positively received by all who attend.
- **1 x Veteran Forum completed:**
  - 20/12/22 – Forum was well attended.
- **Care Leavers** - Engagement with external services (Salford Next Steps, Personal Advisors etc) encouraged and supported.
- **2 x Family Forums completed** (reviewed the Families team service, the Visits experience as a whole and explored feedback on how we can improve both of these. Details of Purple Visits were discussed, how to access the visits, times, frequency etc).
- **1 x Family Day event completed** – 2 sessions completed (AM & PM). 30 prisoners and their families per session. Both sessions were a success.
- **303 Family Information booklets issued**
- The team have **facilitated 8 visits with complex cases.**
- **403 families supported in the Visitors Centre** (455 contacts in total with these visitors).
- **281 families supported via email or telephone** (312 contacts in total).

In addition to measuring the resettlement function of family work, PNOMIS provides data about the demographics of visits collated by the Visits Operational team. This data is used to identify trends of visits and understand the needs of visiting space. Prisoners who don't receive visits can be identified through the CMS system. All prisoners receive 1-1 keywork sessions from a dedicated Keyworker. The aim of these sessions is to provide support to prisoners throughout their stay. Prisoners who don't receive visits will be supported and signposted to services which may be able to provide additional support. The Prisoner Visiting Scheme is one such supportive measure. Prisoners may also be referred into the Families team if more, in-depth support is required.

## EXTENDED VISITS

HMP Forest Bank offer a good level of social visits, above the expected standard. All social visits take place in the Visits Hall (see image below). Historically, prisoners would send a visiting order (VO) to friends and family allowing them to book a social visit. The current process requires prisoners to book social visits via an electronic kiosk system available on every houseblock.

The prison also moved to a block booking system meaning prisoners have set times/dates they are able to book a visit. This change meant a better staffing structure could be implemented to oversee each visiting session, ultimately increasing the safety of prisoners and their families.

The number of social visits a prisoner receives is determined by several factors. This includes their prison status i.e. whether they are sentenced or on remand. The entitlement for remand prisoners is higher than that for those that are sentenced. The prisoners' IEP level (Incentives and Earned Privileges) also affects the social visits entitlement. Prisoners are categorised as either Basic, Standard or Enhanced. The allocation for Enhanced prisoners is more favourable.



Forest Bank Visits Hall



Purple Visits (video calling booths)

Due to the implementation of the block booking system, extended visits (a visit exceeding the standard 1-hour timeframe) is not offered as standard procedure but may be requested by prisoners/family members in exceptional circumstances e.g. where families have travelled long distances. The Families Team and Visits staff work together to accommodate these requests where possible.

Purple Visits (video calling) was introduced during the COVID pandemic as an alternative to face-to-face visits. The set-up of these sessions is very similar to Face-Time or Skype. Appropriate contact is monitored by Visits staff. Purple Visits are now used as a regular visiting option (i.e. prisoners can choose to have either a face-to-face visit or a Purple Visit), the only difference being that the family member is responsible for booking the Purple Visit and prisoners are responsible for booking face-to-face visits.

We recognise that family contact thrives beyond social visits and so in addition to social visits, there are several ways we encourage family contact. These resources are available to all prisoners:

- Email a prisoner (family members can use this service to send an email to a prisoner)
- In-cell phones (prisoners have access to a telephone in their cell).
- Post/Mail

The Families Team offer a range of interventions to promote family contact. Interventions offered are considered to be 'extended visits' for prisoners and their families as they are offered in addition to the regular visits entitlement e.g. Baby Bonding sessions, Family days etc. For the full list of interventions offered by the Families Team please see annex 1.

All prisoners are eligible to apply for interventions offered by the Families Team. In addition to the interventions offered, the team may also provide a more intense level of support to prisoners/families that need it e.g. vulnerable prisoners/families, where there is Social Services involvement or conflict within relationships etc. These prisoners/families are taken onto the Families Team case load and are allocated a specific Family Worker to oversee the package of support offered. This is referred to as casework.

Where appropriate, families are encouraged to engage in a prisoner's rehabilitation and to help strengthen family bonds by attending multi-agency meetings arranged in the prison. These may include (list not exhaustive):

- Final contact visits (before adoption)
- Social Services contact visits
- ACCT/C-SIP reviews
- Pre-release meetings
- Post programme reviews
- Recovery client's casework
- Compassionate visits (e.g. following a bereavement, terminal illness etc)

## FAMILY LEARNING

The Families team are flexible in their approach to the support offered to prisoners and their families and aim to adapt to their everchanging needs. We understand that some of our prisoners may benefit from education and learning around their relationships and their interactions within those relationships. In order to promote positive relationships with family members and/or professionals they may encounter, the team offer support on a 1-1 basis as well as a range of interventions. 1-1 sessions are used to discuss progress made against identified issues (dependent on individual circumstances) as well as being an opportunity to affirm positive thinking/behaviour within a relationship. Rigid views/thinking would also be challenged as part of this process.

In addition to 1-1 support, the team also offer a range of family focused interventions, all designed to help maintain and nurture family bonds (see appendix 1). The Families team are flexible in their approach to the support offered and aim to adapt their approach in an effort to remain current.

As part of the wider Reducing Reoffending function within HMP Forest Bank, prisoners also have access to a range of additional interventions delivered by the Programmes Team and Recovery such as CTEV (Change Thinking End Violence), Drug and Alcohol Awareness and Thinking Skills, which can all contribute to improving relationship skills. There is a strong emphasis on family involvement throughout the Reducing Reoffending team and wider prison with interventions and services such as:

- Accredited post programme reviews
- Recovery link workers – joint working for those prisoners reducing harm and/or achieving abstinence within the Recovery pathway.
- Recovery team/Debt pathway – multi-agency working to support prisoners with identified drug debt issues. Support is extended to family members.
- Chaplaincy offering immediate communication with families where a crisis or concern is raised and pastoral care.

Any prisoner who chooses protective custody on our vulnerable prisoner unit or those who reside in Healthcare or Care and Separation, also have access to these interventions, including group work and family days, following a risk assessment. Prisoners without family contact are offered support to reconnect with family members if appropriate, signposting to Chaplaincy and/or local organisations. Prisoners can also access group work sessions to improve their own wellbeing and skills in preparation for such a time where they may rebuild their family links. Our Family workers can also signpost prisoners who have lost contact to community organisations who can support in finding estranged family members.

Access to the Families team is accessible to all prisoners through the kiosk system. Referrals from all departments within the prison are also accepted. The Diversity and Inclusion Lead at HMP Forest Bank works closely with the family workers to ensure any prisoners who need support with accessing the service can do so.

## GATEWAY COMMUNICATION

The Families Team welcome feedback from prisoners and visitors to help drive the family pathway forward. It is important to gain consumer feedback to ensure the families & significant others provision is fit for purpose. Feedback is collected in a number of ways:

- **Family Forums** – A bi-monthly forum giving families the opportunity to discuss the children and families service, the visits experience and the prison as a whole.
- **Surveys** – Completed bi-annually with prisoners and visitors to explore their views on the families & significant others provision, the visits experience and the prison as a whole.
- **Suggestions box** available at all times in the Visitors Centre.
- **Feedback** from family interventions.

Feedback is gained and reported on bi-annually. Any actions or feedback is formulated into an action plan and reviewed with function leads. Feedback is also reviewed as part of the quarterly Reducing Reoffending group, contract meetings and monthly performance meetings.

The Families service offers a 'Family Information Booklet' detailing support available within the prison and information on various processes and procedures. This information is available to both prisoners and family members. Paper copies and electronic copies are available.

### Contacting the Prison:

There are several ways to contact the prison.

### **EMERGENCY CONTACT (Safer Custody):**

If you have an urgent safety concern about the welfare of a person in custody at HMP Forest Bank such as a risk to life to either themselves or others, you can contact our **Safer Custody** team on:

**0161 925 7000, extension 2183.**

This line is manned from 07.30am-04.00pm, if you need to get in touch out of those hours, please ring 0161 925 7000 and ask for comms stating it is an Urgent Resident Safety concern.

Alternatively, if it can wait until the next working day, please leave a voicemail and the Safer Custody Team will get back to you in the morning. The prison are currently working on a Safer Custody Portal which will allow families to contact the team online.

For all contact, please have the prisoner's name and prisoner number to hand.

## GENERAL FAMILY QUERIES:

If you have a general query or would like support and advice regarding family matters, you can contact the Families Team via email: [FBFamilies@sodexogov.co.uk](mailto:FBFamilies@sodexogov.co.uk)

Alternatively, you can phone 0161 925 7000 and ask the operator to put you through to the Families Team. If no one is available to take your call, please leave a voicemail and the Families Team will contact you as soon as possible.

## CONCERNS REGARDING THE WELFARE OF A CHILD:

If you are concerned about a child's welfare or safety, you should make a safeguarding referral to the Local Authority. The person that has the concerns should make the referral themselves – do not pass the information onto someone else and assume they will make the referral for you.

A simple internet search for the contact details for children's services (for the borough where the child resides) will pull up contact telephone numbers and/or email addresses for the relevant service. Please note, some boroughs prefer you to fill in an online form to make the referral.

Ensure the information you provide is as factual as possible. Reporting the full name of parents, children, prisoners is beneficial as well as DOBs and home addresses. Details of how to make a safeguarding referral for each borough can be found online.

**If you think the risk to the child is imminent or life threatening, call 999 and ask for the Police.**

## PARTNERSHIP WORKING

HMP Forest Bank considers partnership working to be a key feature of family work. As part of the service offered to prisoners and family members, Family Pathway workers regularly liaise with other departments within the prison e.g. the Offender Management Unit (OMU), Recovery, Inreach, Healthcare etc. Inter-departmental working helps to ensure prisoners receive the appropriate level of care in addition to effectively managing risk.

### Security/Debtline:

Over recent months, the Families Team have worked to strengthen their relationship with the Security team. The setup of offices in the Visits Hall and Visitors Centre allows for a positive working relationship between the two teams. This is viewed as a positive move forward as it allows both teams to provide support to prisoners and family members where issues around debt or bullying are highlighted. In addition to this, a new initiative to tackle these issues has recently been introduced. Debtline is a confidential phoneline/mailbox service where family members can express their concerns. Debtline is monitored by the Families Team who take appropriate action with the information they receive.

**Anyone wanting to highlight concerns can contact Debtline directly – 0161 925 7898**

### External Partnerships:

HMP Forest Bank has an excellent relationship for outward facing partnership work. Over the years, we have strengthened our relationship with GMCA and in particular the Criminal Justice and Partnership Sector around family work. This ensures that the work we deliver is relevant and appropriate to meet the needs of Greater Manchester prisoners.

A priority for our Family workers has been building relationships with Statutory Services in Greater Manchester and beyond. We have a portfolio of contacts within these services allowing our prisoners access to information and interventions where their children are involved in statutory care. We regularly hold child centred visits, focusing on the needs of the child. We are also able to advise prisoners on where they can access legal advice when needed.

In addition to this we have expanded support available to prisoners and family members by engaging with non-statutory services (e.g. the Out There charity). We maintain regular contact with these agencies and aim to include them (where appropriate) with events held at the prison e.g. Family Days, information sessions and Reducing Reoffending events.

Our current partners are the Out There Charity & Early Break (Holding Families+).



## WORKFORCE DEVELOPMENT

The Family Pathway workers receive monthly line management supervision as well as annual Performance Development Reviews. Supervision allows for quality assurance of work to be completed, an opportunity to identify training and development needs and feedback to be given. Training needs are met through a range of options including self-research, formal training, shadowing internal and external organisations and visiting areas of best practice.

The Families Team deliver Hidden Sentence training to the wider prison staff group as part of staff awareness sessions. The Families team also deliver this training to new PCO (operational) and OSO (non-operational) ITC courses. The training package has been developed to meet the needs of this particular staffing group. We encourage colleagues to consider how they can be involved in family work wherever they work in the prison and believe contributions made by them are paramount to help build and strengthen family bonds.

The team are striving to raise the profile of Families team within the prison by delivering staff awareness (refresher) sessions to departments throughout the prison.

Safeguarding training is also fundamental within the staff induction. All colleagues are informed of their responsibility in being vigilant and reporting safeguarding concerns. The Safeguarding Policy is available on the prison IT network to be referred to. Family Pathway workers are also required to attend regular Safeguarding training provided by local Safeguarding boards.

Salford  
Safeguarding  
Children Board

Salford  
Safeguarding  
Children Partnership

## CARE LEAVERS

At HMP Forest Bank we have understood the need for Care Leavers to be identified and supported when they find themselves in custody. With the introduction of new legislation, the Children and Social Work Act 2017 and direction from HM Prison and Probation Service, we have reviewed the way we identify and support our Care Leavers to ensure Local Authority statutory obligations are met and our eligible prisoners have robust and comprehensive offer.

The model that has now been introduced ensures that Care Leavers are identified at the earliest opportunity during the Basic Custody Screening Tool assessment. We are working to ensure colleagues who complete these assessments are aware of how to ask appropriate questions to ascertain whether a prisoner may be a care leaver eligible for statutory support. There is a difference between prisoners who may have care experience and those under statutory services. To support the correct identification and recording of care leavers, we have committed our Families Team Manager as a single point of contact for care leavers to make initial contact with Local Authorities, consent driven, to confirm our assessments.

Having single points of contact in the prison and within Local Authorities ensures a smooth transition of sharing of information and 'opens the door' for Local Authority workers to access the prison and meet their statutory obligations of seeing their clients every 8 weeks. Keyworkers and family pathway workers will monitor the individuals through their time here and engage with their community case workers prior to release and involve in the multi-agency exit plans from custody, led by Local Authority workers.

We are committed to upskilling our colleagues and educating them on Care Leavers and their experiences. We will do this with the support of Local Authorities and the CRC/NPS through staff awareness sessions, information documents and attendance at Regional forums such as Care Leavers Forums and Workshops. As an example of good practice, the Families Team attend bi-monthly multi-agency meetings with Salford City Council taking the lead. Individuals of concern are reviewed and supportive measures are implemented. New links have been made with Manchester Leaving Care service who now engage regularly with the prison.

The governance of work around Care Leavers will be monitored through the Reducing Reoffending Group and Reducing Reoffending Strategy with a specific emphasis through the Children and Families Pathway and the Young Offenders Case workers.



## VETERANS IN CUSTODY

At HMP Forest Bank, along with Care Leavers, support for Veterans is also viewed as a priority. Ex-servicemen are identified at the earliest opportunity using the Basic Custody Screening Tool assessment upon their arrival to the establishment. Similarly, to the work completed with Care Leavers, we are working to ensure colleagues who complete these assessments are aware of how to ask appropriate questions to ascertain whether a prisoner may be a veteran who is eligible for an enhanced level of support.

At HMP Forest Bank we understand that peer support may be beneficial for this target group and so strive to hold regular group forums led by veterans from external support agencies such as Veterans HQ and Care After Combat. This is an opportunity for individuals that may have shared similar experiences to come together. 1-1 support is also offered to veterans by dedicated workers who ascertain their support needs and take action to ensure their needs are met. In addition to this, monthly welfare calls/checks are completed by the Families team.

The governance of work around veterans in custody will be monitored through the Reducing Reoffending Group and Reducing Reoffending Strategy with a specific emphasis through the Children and Families Pathway.

Our current external partners for Veterans are:

- Care After Combat
- Veterans HQ
- SSAFA



## Annex 1

### Families Team Interventions/Support Provided 2023-24:

- **Baby Bonding Sessions:** An opportunity for Dad/Grandad/Uncles to bond with their child/grandchild/Nieces/Nephews etc. An opportunity for prisoners to explore the likes and dislikes of their child in a comfortable and safe environment. We encourage the use of family keepsakes e.g. taking baby's handprints, family photos etc.  
For babies aged approx. 0-11mths.
- **Family TV:** A family session targeting children aged 4-17yrs old. Families are invited to watch a movie in the Families Team room.
- **Tots TV:** A fun play session for children aged 1-4yrs. Prisoners are encouraged to engage in age-appropriate activities with their child.
- **Games Session:** For children aged 5-17yrs. We have a range of games consoles and board games for families to use. We encourage families to interact with one another in a fun, safe environment.
- **Family Sports Session:** Families are invited to attend a mini sports session in the Visits Hall. Families are free to leave their tables and engage in a range of sports activities.  
A 1hr session, we aim to complete sessions in school holidays.
- **Positive Parenting:** A non-accredited course (group session) for parents wanting to learn more about a child's development, explore barriers and difficulties that may occur when parenting and positive ways to try and overcome these issues.
- **Positive Thinking:** A non-accredited goal setting course (group session) focused on exploring positive, future family plans.
- **Pre-Release Course:** A non-accredited, pre-release course (group session) exploring the issues prisoners may face when leaving prison and re-entering the family home. Explores the impact of imprisonment on family members, partners and children.
- **Storybook Dads:** Prisoners are given the opportunity to record a bedtime story for their child, niece, nephew, grandchild etc. The recording is sent externally to have music and sound effects added to transform the recording into something magical. Completed CDs are posted to the child's carer/guardian.
- **SWAPS:** Prisoners and their children complete and then 'swap' a set of fun activity sheets so they can learn interesting and fun things about one another. Activity sheets are completed in cell, at the leisure of those taking part (there is no set time in which the sheets must be completed). More suited to children aged 5-17yrs old.
- **In-Cell Work Booklets:** The team offer 2 in-cell work booklets. A certificate is issued upon completion.
  - **Forward Thinking** (in-cell work booklet) – A goal setting course focused on exploring positive future family plans. A certificate is issued upon completion.
  - **Building Positive Relationships** (in-cell work booklet) – A course for any prisoner wanting to develop better communication skills within their relationships (pending a check of restrictions). A certificate is issued upon completion.

- **Family Days:** – 4 x events held per year.

Family Days are a huge event in the Families Team/prison calendar. Prisoners and their families are invited to attend a family fun event in the Visits Hall. Prisoners are free to leave their table and engage with their families in fun sports and craft activities. A buffet and drinks are provided free of charge. Families have the opportunity to have a family photo taken as a keepsake from the event.

**Family Day slots are limited and so the criteria is quite strict. Prisoners must be enhanced, employed, and have no negative comments on NOMIS for the last 28 days.**

A notice to Prisoners is placed on the kiosk when applications for the day are sent out.

In addition to interventions, prisoners can request 1-1 support on a range of different issues. Prisoners requesting support will be triaged and given appropriate advice/guidance. Those requiring further support will be taken onto the Families Team case load and allocated a Family Pathway Worker. Family Pathway Workers may liaise with external services on the prisoners' behalf e.g. Children's Social Care, Personal Advisors (for care experienced prisoners) etc.

Where necessary, Family Pathway Workers can facilitate multi-agency meetings between family members and external professionals. A facilitated session is generally used where there are complex issues.