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**Paul Yates OBE**

**Governor**

**June 2023**

**HMP / YOI Nottingham**

**Others Strategy**

**Families & Significant**

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**Introduction**

In 2016 the Government asked Lord Farmer, a peer in the House of Lords, to investigate how connecting prisoners with people important to them can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.

Lord Farmer’s report was published in 2017 and says that contact with significant others should be a ‘*Golden Thread’* running through all parts of a prison.

The Lord Farmer report refers to a ‘*local family offer’* recommending that all establishments deliver and develop provision in the following five areas and that these are reflected in their local strategies which should be a minimum offer:

1. Visitor Centre/Visitor Reception Services
2. Staffing structure to ensure family work represents as an operational priority.
3. Family Visits – to enable supportive relationships to flourish.
4. Family Learning – to equip prisoners to maintain and improve relationships.

Lord Farmer Review: “*I do want to hammer home a very simple principle of reform that needs to be a golden thread running through the prison system and the agencies that surround it. That principle is that relationships are fundamentally important if people are to change”*

For this strategy document, ***Families and Significant Others are*** defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. We will 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. 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.

Other family or significant others may be enablers, contributing to their offending behaviour. Prisoners may be subject to harassment or restraining orders and the courts take primacy in how we manage family and other relationships. We will therefore ensure that we prevent inappropriate contact. The goal is to ensure that the impact on a prisoner in our care, their children and family is positive and as stress free as possible.

It is also based on the approach that seeks to contribute to three key areas of ongoing concern and which in themselves represent our Terms of Reference for the strategy.

1. Reducing the likelihood of reoffending
2. Reducing the risk of self-harm
3. Offering information to our prisoners and families.

HMP Nottingham is committed to delivering the best possible family service to those in our custody and those families in their lives. We do not pretend to always get this right. We make mistakes. But we are honest about that and always strive to learn from things that do not go according to plan, or that we have missed completely. As such we welcome regular feedback from all involved and conduct a series of visitor surveys throughout the year, to try and capture the 360-degree experiences of everyone involved.

We understand positive ties between family members or any other person who provides support to prisoners will help to avoid individuals returning to prison and makes HMP Nottingham a safer place. We recognise the moral and ethical reasons to develop and implement this policy.

Fundamentally we acknowledge that we have both a professional and a moral obligation to support, guide, and help everyone in our custody with regard to their family, parenting, and relationship situation where it is safe and appropriate to do so, and likewise, that what we do in this regard can have significant positive impacts to children and families in the community.



Our strategy and offer are built upon official research findings from respected British academics, charities, the Prison Service, Ministry of Justice, and other Governmental bodies, as well as numerous similar publications from international organisations and partners.

We are closely aligned with:

* The 19 recommendations of the Lord Farmer Review – 2017.
* The HMPPS Delivering Effective Family Practice – 2018.
* HMP Nottingham Reducing Reoffending Strategy – Annual.
* F&SO Feedback
* Numerous local evaluation and research.
* HMP HMIP and MQPL inspection feedback.
* Internal audit and compliance reports.

HMP Nottingham closely follows the HMPPS Guidance notes regarding what ‘*family’* represents, as well as the precautions and safeguards we need to enforce, as such the following 3 points are endorsed by us directly from the HMPPS Guidance notes:

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

B. ‘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. To do this we work closely with agencies such as the Local Authority Social Services, and the Police and Victim Liaison Officers.

C. ‘Other family or significant others may be enablers, contributing to their offending behaviour.

Prisoners may be subject to harassment or restraining orders and the courts take primacy in how we manage familial and other relationships. We must therefore ensure that we prevent inappropriate contact.

**Background to HMP/YOI Nottingham Families & Significant Others Strategy**

HMP Nottingham is a Category B prison for male adult and young offenders. We are a local resettlement prison, and primarily hold men serving a sentence of 10 months or under. We have a high proportion of remand and short-term prisoners, with the majority spending between 3 – 6 months here. Our strategy for provision at HMP Nottingham is to promote engagement and support progression, even for very short-term prisoners.

Supporting our prisoners at HMP Nottingham to develop meaningful and constructive relationships with their family or significant others is an important factor in our work. Family and significant relationships are considered a key means by which we can prevent re-offending and reduce the likelihood of intergenerational crime. There have been some very positive developments in this area in recent years and provision for children and families and prisoners is already well established with a range of sources and providers. However, there is still much work to be done. The success of this work is, therefore, underpinned by very effective partnerships and stakeholder engagement.

The Families and Significant Others Strategy has the potential to contribute to:

* Reducing re-offending.
* Enhancing desistence.
* Maintain where possible, the recommendations from The Farmer report.
* Fulfil statutory obligations to safeguard and to promote the welfare of children.
* Reduce the incidence of inter-generational offending.
* Contribute to Healthy Prisons test as defined by HMIP Expectations.

**The benefits of the strategy are:**

* Better engagement with prisoners during their sentence with more responsive prison staff
* Better pre-release planning and support packages set up at the critical transition point of release back to the community.
* More likely to secure stable housing if relationships with the family & significant others have been maintained and the individual has a home to return to.
* Family/ significant others are strengthened, and critical relationships can be maintained which reduces relationship breakdown.
* Potential for reduction in inter-generational offending

**Aim, Vision and Values**

**Our Aim**

Our core purpose is to support the maintenance and development of prisoners’ relationships with family, significant others and friends. By using a range of support methods prisoners can continue to build relationships outside of prison, which will help prevent reoffending and reduce intergenerational crime.

We recognise that by encouraging prisoners’, their family and significant others, all internal and external staff and service providers to work in partnership, we will provide opportunities for individuals to develop or enhance positive relationships. This service can include physical, digital and other forms of communications such as phone calls and letters.

We can improve public safety by reducing the risk of reoffending through the rehabilitation of prisoners in custody. Developing and maintaining family relationships will be factors in future desistance from crime. We aim to encourage positive contact, where appropriate, between children and their parents’ supporting development of their relationships. Maintaining family relationships can have a positive impact on reoffending rates and intergenerational offending and can potentially improve school attendance and the emotional/mental health impact for children affected by parental imprisonment.

For many of our prisoners rebuilding family connections with adult members of their families or significant others could be essential to their protective factors and prevent isolation. Developing these relationships with the support of partnership agency support will ensure sustainability upon release.

**Our vision**

We will deliver best practice in working with our prisoners, families, or significant others and those with Care Experience.

We will ensure that we are valued by prisoners and respected by families for the services we provide.

**Our values**

Recognising that a good quality service for prisoners, children and families requires a whole prison approach.

Recognising visits as an integral part of the day-to-day regime and that family contact and intervention is not a reward but a given.

Upholding a child’s rights to maintain contact with parents where it is considered safe to do so.

Ensuring that we have the required skills and competences to work with families & significant others.

Showing an innovative approach to our work in developing family services

Upholding prisoners’ human rights and working with them as individuals to become law-abiding citizens upon release.

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

Demonstrating commitment and evidencing a co-ordinated approach to addressing the needs of care leavers through joint work with the Local Authority, Key Workers, and both prison based and Community Offender Management Unit.

Provide enabling opportunities and relationships for disclosure to assist the individual to address some of the potential disadvantages of being a Care Experienced person.

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We are lucky to have a PACT Centre where visitors can attend the centre before and after their visits and there are staff available to offer support and advice to families. Our partnership with PACT is strong and they provide an excellent service of support to visitors.

**Stakeholder Engagement**

We work alongside several partnership agencies both internally and externally at HMP Nottingham and we are extremely proud to have built such a great rapport and reputation with these agencies meaning we are able to improve our family ties.

All the services and interventions detailed in this strategy involve either directly or indirectly, partnership working. This includes formal contractual Service Level Agreements as well as informal arrangements built on mutually beneficial working relationships. This model enables us to develop and offer a broad, safe, and effective service delivery.

A quarterly F&SO meeting is held involving all these agencies including internal prison departments to discuss provisions, issues presented and ways of improving the services we have, notes are taken during this meeting and clear action plans are drawn up for review at the next meeting.

**Visits Schedule**

The Head of Operations has functional responsibility for visits, with the practical delivery driven by a Custodial Manager. We are reviewing our training delivery to see how we can enhance the knowledge of our colleagues and have recently set up a Safeguarding Training Event for our OSGs (the wonderful people you can see at the gate upon arrival!).

Visits at HMP Nottingham can be booked in the following:

**By Email -** Email socialvisits.nottingham@hmps.gsi.gov.uk

You can book up to 2 weeks in advance using this booking method

**By Phone -** Visits can be booked by dialling the following number: 0115 962 8980

Individuals can book a visit, up to 2 weeks in advance using this booking method and can cancel their bookings in the same manner.

Visits will last for 1.5 hours and be allocated via wing.

Sessions will run on

* Monday am & pm
* Tuesday am & pm
* Wednesday am& pm
* Thursday am & pm
* Saturday am & pm
* Sunday am & pm

**First Impressions – Visitors Centre**

At HMP Nottingham we understand the importance of first impressions for those visiting our prison.

The first point of contact for families is at the visitor centre situated outside the prison entrance, this is operated in partnership with PACT who have been working alongside us for many years.

We recognise some visitors may have financial difficulties travelling to HMP Nottingham, so we offer advice and guidance on Assisted Prison Visits in order to assist with this travel families make, especially considering those using public transport.

For those using their own method of transport we recognise that we may have visitors with limited mobility or disabilities therefore we have provided several designated access parking bays which are located directly outside the prison to assist with the ease of access.

Visiting a prison for the first time can be a daunting experience for Families and Significant others, we feel that PACT have the specialist skills and staff best suited to working in this environment. Our PACT team take care of all the booking in arrangements, along with being there to explain the visiting process in a child friendly manner, calm nerves, and help with any questions or anxieties.

We offer a calming environment here which include the following services:

* Play area within the Visitors Centre
* Café facility offering hot/cold drinks and snacks.
* Toilet and baby changing facilities - with disabled access.
* Internal play area.
* Lockable possession cabinets.
* Contact telephone number.
* Contact email address

A person kissing a baby

Description automatically generated with medium confidence

**First Impressions – Visits Hall**

Our visit hall is designed to be child friendly; this is to enhance a positive feel for children and a place that they instantly feel safe in. We have also recently conducted an assurance visit with our Neurodiversity Lead for the prison, who has assessed the suitability of the visits hall for children and other visitors that have Neurodiverse conditions. If families are worried about visiting with children or family members that have Neurodivergent conditions, they should ask the prisoner to contact the Families and Significant Others Team, via the kiosk and we will be in touch. Alternatively, visitors can also speak to the PACT Team directly in the Visitors Centre.

The visit hall has been decorated to also be child friendly and the area is regularly cleaned to ensure the highest standards of hygiene.

Younger children have a children’s play area which is brightly coloured. The visit hall also provides a selection of toys books and games, to encourage engagement with father and child.

The Visits Room has designated seats and tables, and a refreshment centre that offers hot and cold drinks and wide range of snacks.

HMP Nottingham has made conscious efforts to make the visits experience the best it can be. With a colourful and clean visits hall we feel that the visiting experience at Nottingham is very relaxing.

**The Visiting Experience**

We understand that visitsare very important in maintaining family ties but can also be a difficult time for all involved. Prior to entering the visits hall there are of course security procedures to be adhered to. All visitors will be searched prior to entering the hall by our passive search dog. All prisoners will also be subject to a search prior to entering the hall. This enables us to ensure that all those who visit and live in HMP Nottingham are kept safe. These procedures are calmly and thoroughly to all visiting taking into consideration individual needs.



**Types of Visits**

**Family Days**

HMP Nottingham recognises that it is important that children have a chance to spend time with the family member or parent who is in custody, Family Day events allow child and parents to play, have fun and develop a more meaningful relationship together. A person and a child playing with blocks

Description automatically generated with medium confidencePACT and HMP Nottingham facilitate a minimum of 12 family days per year (including IPP and Lifer days) providing arts and crafts, face painting and sometimes entertainment for the children and families. The entertainment in the past has included a visit from a local farm, sports days and games in the Gymnasium and many more. At Christmas time every child visiting receives a present and Father Christmas visits us. Throughout the year these events occur with a different theme. These are a more relaxed visits where visitors will be allowed to spend more time with their loved ones. **Family Days are open to all prisoners at HMP Nottingham to apply, regardless of IEP Level.**

**Come Dine with Me**

Come Dine with Me offers a relaxed visit the establishments Bistro and have a full meal served to them, as if the were in a restaurant. This provides a relaxed atmosphere for prisoners and their families to feel like they are out for a meal together, with menus and table service by our trained Bistro Workers. Prisoners should apply for this on the kiosk. **CDWM is available to prisoners who have achieved Enhanced IEP Level.**

**Celebration Events**

At HMP Nottingham, we believe outcomes should be congratulated, a successful outcome is incredibly personal but will always be a measure of someone’s’ motivation to change, be the best person they can be and step towards their own personal aim.It is both a privilege to be part of this celebration, but it is also important for a person’s family (or significant other) to witness achievements / progression through custody. A close family member of close significant other, can often go through years of observing chaotic or disruptive behaviour, so to build confidence is essential in repairing ties that have possibly broken down. We love seeing our prisoners families celebrating their success!

**Prisoners & Families Feedback**

HMP Nottingham encourages feedback about the services we provide. We encourage visitors to share their opinions to shape and improve HMP Nottingham’s provision. PACT hold a six-monthly survey for visitors about their experiences of visiting Nottingham and a monthly Family Visits Survey. Feedback is welcomed after every Family Day. We also seek the opinions of our prisoners through prison surveys. This information is feedback to the monthly Pathways Meetings to improve and support the Family and Significant Others Pathway.

PACT complete monthly performance reports which include details on issues, information requests and actions taken. It also records the numbers of prisoners engaging with one-to-one case work and any group work undertaken.

Here at HMP Nottingham we encourage and appreciate feedback on our services from both prisoners and their families. To assist us with our efforts to stay in tune with what prisoners, their family, children, and significant others are experiencing within our interventions and service delivery, as well as enabling us to remain responsive to matters relating to diversity and equality, we have developed several methods to capture feedback, these include:

* Frequent focus groups held with prisoners to understand how we can improve and increase visits uptake.
* Family, children, and significant other feedback on the visiting experience
* Visits centre helpline and emails - direct feedback logged.
* Written/ email feedback logged.
* Formal request and complaints from prisoners.
* Formal public correspondence complaints.
* Various research and data capture throughout the year.

## Faith and Community Support

The Chaplaincy Department at HMP Nottingham offers pastoral support to our prison community and enable faith and spiritual development. They offer support to all prisoners (regardless of religion) and visit all new arrivals during their early days in custody to identify any pastoral needs or faith issues. They also inform the new arrivals about the faith and pastoral support available and advise them how to contact the team. Where necessary and appropriate they can contact their families to ensure that they know their current location; they also support early days and the safety team who are the central point of communication during that settling in period.

The team provides ongoing pastoral support and will respond appropriately to pastoral need such as family illness or bereavement; The Chaplaincy keeps in contact with families during serious illness and bereavement, they also help prisoners to apply to attend the funerals of a loved one or visit a seriously ill family member in hospital (depending on eligibility criteria). The Faith Centre is a pastorally appropriate space to allow a prisoner to mourn a loved one, light a candle and spend some quiet time away from the pressures of a wing.

The Chaplaincy Department also run a Official Prison Visitors Scheme primarily for people that do not receive social visits from family and friends. They team also hold a busy programme of Faith Activities including services of worship and teaching programmes throughout the week, supporting personal and spiritual wellbeing as well as helping with specific issues relating to a prisoner’s faith journey and practice. The Chaplaincy Department are also happy to provide resettlement support prior to release particularly in relation to providing links to Faith groups within the local community.



Prisoners can contact the team via:

* On wing kiosks (application)
* During pastoral wing visits
* Asking a member of staff on their wing.

There is normally a member of the team available that same day. A member of the Chaplaincy team can engage in drug support work, families work and run a weekly Alcoholics Anonymous programme.

# Hard to Reach Groups

## 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, 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

A group of soldiers in uniform

Description automatically generated with low confidence**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.

**Care Experienced / Care Leavers**A picture containing text, child art, graphic design, graphics

Description automatically generated

Care Experience is when an individual has at one point or another, been under the care of the Local Authority. The national figure indicates that up to at least 25% of women have had some experience of being in care at some point in their lives. We recognise that Care Experienced prisoners have particular challenges when trying to maintain contact and build relationships. Many of this group have also experienced trauma, abuse and Adverse Childhood Experiences. Our Offender Managers and Key Workers will work hard to provide support to those who have lost contact with close or distant family, including those that have cared for them (even if not related). We are working with the Local Authorities to support and identify those prisoners who we do not already know about.

Families support our prisoners in many practical ways. The survey and information from our partners highlight one in three women return to live with family or friends after release. As Care Leavers are less likely to have family contact, we know they are more likely to services around securing accommodation.

HMP Nottingham are undertaking work to identify this group and will run specific focus groups to engage and understand how we can support them.

Initiatives included on our action plan aimed at improving services to this group are;

Family days or extended visits for adults where care experienced prisoners can maintain positive relationships can also be facilitated.

The Personal Advisor for Care Leavers can attend all visits sessions, and contact will be made with them to advise them of such following the initial interview process.

## Young Adults

A Young Adult is somebody who is between the biological ages of 18 – 25. We do however recognise that biological age and cognitive age are sometimes different, and for those individuals whom we identify that their biological age does not match their cognitive age, we will work with specialist services to identify and intervene where appropriate. A high percentage of this group are *also* Care Experienced so have dual needs. We also utilise the Maturity Screening Tool to work best with this group.

## Self-isolators

A picture containing LEGO

Description automatically generatedBy definition this group are extremely vulnerable and the reasons for their isolation can be complex.

We will work with each individual and develop strategies through residence and safety to try and promote well-being but also in enabling the importance of maintaining contact with the outside world. The majority of our cells have in cell telephony this makes contact slightly easier, however it does not withstand the lack of funds they may have through non-attendance at work; Key Worker/Safer Custody Team/OMU will work with each issue.

The Reducing Reoffending Department will provide a weekly report on individuals who do not access visits and present this at the weekly Safeguarding Meeting. This will allow for investigations as to why they are socially isolated or self-isolating will be done, options for supporting inclusion or access to professional / official visitors will be explored.

Official Prison Visitors Scheme – facilitated and arranged by the Faith centre.

Bi-monthly contact visits – this can be with other individuals within the prison, contact with official volunteers (library, college, staff, healthcare, faith centre, OMU). We will also aim to enable this group of individuals to support events where practical.

If any person has a concern or keeping safe query, they can call on the number below – the message will be checked within 12 hours and nature of call acted upon – we will log all calls and attempt to link back with the caller to reassure them and inform them of what actions have been taken.

**Prisoners with Neurodivergent conditions**

We recognise the additional challenges that prisoners with neurodivergent conditions may experience in maintaining family contact, including setting up and attending in person or video visits. We will work with individuals to identify what barriers exist to family contact and support removal of these where possible. This will be done using a combination of support from Key workers, Neurodiversity Support Manager, Safer Custody staff and PACT Key workers.

**Prisoners without contact or visits**

We recognise the importance of identifying prisoners who do not have contact with anyone from ‘*the outside world’* and regularly conduct audits of those prisoners who we know do not have any visits from family or significant others. We will look to encourage and support to establish at least one external contact and can request that PACT conduct Case Work sessions with these prisoners, in addition to visits from their Key Worker.

**Foreign National Prisoners**

We recognise the impact of being a Foreign National Prisoner and how they may feel isolated in prison. As such we have allocated specific Key Workers in place who are allocated to these prisoners in order to provide a bespoke service.

**Families and Significant Others and the ACCT process**

In addition to maintaining family ties for resettlement purposes, F&SO, can be key to providing support for prisoners on ACCT or involved in problematic behaviour. The Safer Custody Team in consultation with the prisoners Case Manager or psychology will identify those prisoners who would benefit from this intervention – it will not always be the case and special consideration should be given to making this assessment.

*If anyone has any concerns regarding a loved one, then please contact the concern and keep safe hotline 0115 8724464 or Email Nottinghamsafercustody@justice.gsi.gov.uk*

# Maintaining Contact

There are a number of ways prisoners can maintain contact with their families including: -

* Written correspondence
* Email
* Telephone
* Social Visits
* Secure Video Calls
* Normalisation
* Chaplaincy and Faith Support

## Written Correspondence

A stack of letters tied with a string

Description automatically generated with low confidencePrisoners are entitled to one letter at the expense of the prison per week. Stamps can be purchased through canteen or sent in by friends and family and there is no limit to the amount of mail that prisoners are permitted to send, provided they are able to fund postage costs.

All mail is subject to searching as per the security arrangements contained in the Local Security Strategy (LSS).

Those subject to Public Protection may have further restrictions on who they can correspond with but they are advised of this and given additional support if this leaves them socially isolated.

On reception, each person who is new into custody will be asked if they wish to share their significant others email address so information on HMP Nottingham can be sent electronically. This information will contain details on how to book visits, what is the regime on offer and other important details about the prison.

## Email

A close-up of a logo

Description automatically generated with low confidenceThere is a facility for friends and family to send an email and photographs to any prisoner in custody. Messages to prisoners can be sent via the www.emailaprisoner.com website, it takes only a few minutes to sign up and, the message is then printed out and delivered to the prisoner. The cost is 40 pence per message. This method is quicker the sending a letter through the mail and we will send out details of this facility with each visits booking and with all outgoing letters sent by prisoners.

## A picture containing electronics, telephone, corded phone, telephony Description automatically generatedIn Cell Telephones

Whilst telephones have been in operation in prisons for a number of years, HMP Nottingham is fortunate to have the majority of its cells having In Cell Telephony (ICT). This enables prisoners to contact their families at any time they are locked in their cells (including night time). Prisoners can purchase phone credit as part of the ‘canteen’ spends, including when under restrictions through IEP or any Discipline awards. If, for some reason they are not working, they still have use of their telephones on the wing landings.

**Social Media**

We also regularly update our Twitter page:

A blue bird with blue text

Description automatically generated with low confidence@HMPNottingham

## Secure Video Calls

The Secure Video Calls keeps you and your loved one connected with a fully secure and compliant platform used within secure establishments. To use this you need to download the app. You will need an iOS or Android device to get started. You can download the app from the App Store or Google Play store onto your device. You will then need to register for an account. You will be required to verify the email address you entered when you created an account. Within the verification email you will receive a unique code that confirms your email address. The next step for your new account is to verify your Identity. This process requires you to upload identification and a photo that ensures your information is correct and will help identify you when you are on a video call. Once you have submitted your identification this will be processed and is usually completed within 48 hours. Then you can start adding contacts. A contact is a person that you know in custody who you would like to have a secure video call with. You will need the person's Prison Number to be able to add them to your account.



Our Family Services Provider PACT have a service to support families around secure video visits (including the technical side!).

This Support can be obtained by contacting the following email address:

[videocallssupport@prisonadvice.org.uk](mailto:videocallssupport@prisonadvice.org.uk)

Or telephone on the following number:

07849 092 980

And families can find out how to set up and schedule calls, and learn helpful tips to enjoy a successful video call join a Zoom call for a demonstration from PACT:

3rd Wednesday of the month 7pm - 8pm via Zoom

**Other ways to help families keep in touch**

**Emailaprisoner.com:** Visitors can email direct at the cost of only a 2nd class stamp. Once the email is received a member of staff at Nottingham will print the Email and have it delivered to the prisoner.

**Nottingham money to a prisoner:** Visitors can send payments to prisoners, this service is free secure and available in England and Wales.

**HelpwithPrisonVisits@justice.gov.uk** Visitors can claim back travel costs. Terms and conditions apply. Booklets and information are available in the Family visit Centre, and on the website.

**Prison visits:** Prisoners can book a visit for family and friends via application and Families can book on line

**Prison Visitors**: Prisoners who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support through phone calls or as a pen pal. This service is offered by the Chaplaincy Department.

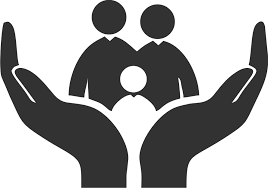
**Storybook Dads:** Prisoners can create a recording of their voice for children, and this will be made into a visual storybook DVD for children to keep and watch as a bedtime story, or through the day. This scheme is run by the library.

**Visits swap to phone credit or letters:** Prisoners who do not use all of the Standard Visiting Orders can choose to exchange for extra letters.

**Foreign national phone credit and letters:** Foreign national prisoners are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters. For more information, contact a member of Safer Custody.

**Assisted prison visits**

Visit <https://www.gov.uk/help-with-prison-visits> - Telephone: 0300 063 2100



**Prison Jargon**

The official language of prison life is confusing enough… and then there is prison slang  your relative will soon slip into using this language quite naturally; here are a few words and phrases that often crop up:

|  |  |
| --- | --- |
| **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 must 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 segregation unit, sometimes called different things – ours is call the 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’. At HMP Nottingham – we are a Category B prison, we hold males from the age of 18 who are convicted and sentenced and we also hold remand prisoners – who are yet to be convicted and sentenced. We can hold prisoners who are different security categories, whilst they wait for a space in a Category C prison, or a Category D prison. Category A prisoners would only be temporarily held here, in the CSU, until they are moved on. |
| **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 or pose another Security Risk. Closed visits are regularly assessed. |
| **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’. |
| **VP** **Wing** | Vulnerable Prisoners – where prisoners who have relevant sexual offences are held. |

Annex A – Pathways TOR



Annex B – Families Strategy Group TOR

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Annex C – F&SO Survey



Annex D – Visits Schedule



Annex E – Commitment 2023 – 2024

