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| HMP Warren Hill  Family and Significant Others Strategy 2023 |



A Word from Governor Nicholson

“Families and significant others are vital in the reintegration and resettlement of prisoners. Having positive and meaningful contact is important in every walk of life and none more important than in a closed environment such as prisons. It’s essential that people have contact in many forms so that they can interact and grow so that ultimately, they leave prison better people and reduce of risk to the public and be active citizens in the future. Visiting prison is not straightforward and we need to take into consideration time, location, and impact to those who travel. There are also those who have no family or relation contact, but it is still imperative that meaningful visit and contact should be found.

With the implementation of digital technology, we will improve maintaining relationships for those who find it difficult to personally attend face to face contact. Our strategy incorporates many aspects of contact so that it improves the wellbeing and support needed for those people who have been in prison for a very long time. This strategy reinforces our three ambitions as a prison to Reduce the recall rate of indeterminate sentence prisons, seek employment and resettlement on release and Staff wellbeing and retention. Working in partnership with our providers and regional reducing reoffending teams will encourage a wraparound service to all our community.”

. A person wearing a suit and tie

Description automatically generated The Head of Reducing Reoffending is the establishment family lead and supported by the Activities Custodial Manager as Family and Significant Others Champion.

**Purpose**

For the purpose of this guidance document, ***Family*** is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For **care-leavers** this may be someone that provides a 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.

In some cases, maintaining family ties may not be appropriate, possibly due to the risk that a prisoner poses to the family. Safeguarding children and supporting victims should always be a priority in the work at HMP Warren Hill supported by the National Probation Service and any other statutory authority deemed appropriate.

In September 2016 Lord Farmer was commissioned by the government to investigate how connecting prisoners with their families can improve prisoner wellbeing, assist in keeping the prisoners 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 and made 19 recommendations and made families and significant others at the heart of his report. According to the farmer review ***‘families should be the ‘golden thread’*** running through the processes in all prisons.

**HMP Warren Hill -**

HMP Warren Hill is a Category C male establishment which has an operational capacity of 267. Warren Hill comprises of a Progression Regime (PR), Therapeutic Community (TC) and Psychologically Informed Planned Environment (PIPE). These run as separate entities, but they all incorporate the same values and community.

A group of people sitting at a picnic table

Description automatically generated with medium confidenceThe progression regime began in February 2015 and was developed by prisoners, staff and stakeholders working together to fulfil our vision of supporting residents on Life, Indeterminate and Extended Determinate Sentences (EDS) who are committed to self-change and working towards securing their progression to Open Conditions or back into the community.

**Key Worker Interaction –**

A prisoners Key worker performs a vital role providing a focal point for the prisoner to build a personal professional relationship through which their progress can be discussed and recorded.

To assist the scheme being effective within the Progression Regime, core risks and a range of ‘expected positive behaviours’ are identified by a qualified member of Psychological Services based within the Offender Management Unit (OMU) at Warren Hill, this information is recorded within a Case File Review (CFR) which is shared with the resident and his Key worker.

Key workers undertake Keywork sessions with their prisoners. These sessions provide an opportunity for residents to develop a pro‐social relationship with a member of staff whose role it is to listen, reflect and engage in meaningful dialogue with them. This includes exploring the management of boundaries or difficulties encountered on the unit or at work, and to help them make best use of their time at Warren Hill. This is an opportunity to demonstrate they can be valued and listened to.

Key workers have been allocated an average of 45 minutes each week for one-to-one contact. This may be spread over a period no longer than two weeks. A Key worker will have a caseload of no more than six residents.

**Diagram

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**Lord Farmer Report**

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

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

**A group of people sitting at desks in an office

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

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

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

**Future Improvement Plans**

* To re establish regular family days throughout the year to encourage family contact.
* To run regular Family and Significant other prisoner forums to include all parties within the prison.
* To improve facilities for children within the visit’s hall and the visitors’ centre.
* To reintroduce positive parenting course without partners Ormiston Families.

u an overview of what to expect

here and how it can increase your chances of a successful parole and support

Graphical user interface

Description automatically generated**Story Book Dads**

Normally Story Books for Dads is a face-to-face recording session with our prisoners. They read a children’s book and it is recorded and sent off to Story Book Dads where they edit it to include sound-effects. The CD is sent back, and it is sent to the child/children.

Application for Story Book Dads are available via the library at HMP Warren Hill.

Logo, company name

Description automatically generated**Ormiston Families**

**What Ormiston offers to the family**

* Ensure the family notice boards are up to date so that the families have information available regarding support services available to them.
* Ensure a well-equipped playroom for families with children to enjoy together
* Themed visits available monthly for the families to attend and enjoy with a variety of different activities
* Refer prisoner families to any community organisation that would be able to provide them support
* Provide face to face and telephone support to the prisoner’s families
* Listen to feedback about how we can alter the way visits run and give families a voice

**What Ormiston offers to the prisoners**

* Themed visits for the prisoners to attend monthly
* Support prisoners with Stage 3 visits – meeting with them prior to the visit takes place
* Support prisoners who are not receiving visits by making referrals and establishing family connections where appropriate
* Signpost and make referrals to relevant support organisations for the prisoner where appropriate
* One to one confidential appointment for prisoners wishing to discuss any family matters.
* Support with family court applications for child contact where appropriate
* Support with communications between social workers and father/male relative in prison

**Travelling to HMP Warren Hill**

The closest mainline train station to HMP Warren Hill is Ipswich, you get then get a connecting service to Melton.

Transport from there would then be required given the rural location of the prison.

Car parking is available free of charge. Including spaces for Blue Badge Holders.

**Access to the Prison**

All visitors aged 16 or older must prove their identity before entering the prison. Read the list of [acceptable forms of ID when visiting a prison](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a).

All visitors will need to be given a pat-down search, including children. You may also be sniffed by security dogs.

Warren Hill has a strict dress code policy, which means visitors should wear smart clothes (no vests, no low-cut tops, no shorts, no short dresses, and no headwear, other than that worn for religious reasons).

Each adult visitor is allowed to take in a maximum of £30.

There are strict controls on what you can take into Warren Hill. You will have to leave most of the things you have with you in a locker or with security. This includes pushchairs and car seats.

You will be told the rules by an officer at the start of your visit. If you break the rules, your visit could be cancelled, and you could be banned from visiting again

**Shelby’s Café**

An external café facility is currently under refurbishment. Once this is open, we will be able to offer a selection of hot and cold drinks and light food options. This will also act as the reception area when you arrive at the prison. A selection of prisoners artwork will be available for sale via the café which they are very proud of and you are welcome to support.

A picture containing text, colorful

Description automatically generated A picture containing text

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**Ways to get in touch**

To promote the importance of family engagement we have al dedicated telephone number that any family friend or significant other is welcome to contact to seek further information, check visits information or raise any concerns or pass on important information.

**Main Prison Operator: 01394 633400**

If you are concerned about the Safety or wellbeing of any prisoner held in this establishment, you can ring the above number and a message will be passed to the appropriate member of staff.

**If you have a concern that there is an imminent risk of danger to a Prisoner and you wish to speak to a staff member to raise this concern, then you can call:**

**01394 633400**

**The Prisoners Families Helpline is available for you should you wish to make contact with your loved ones prison to report concerns.**

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**Assessment Care in Custody Teamwork (ACCT)**

For those prisoners who are struggling, for a variety of reasons, they may be placed on an ACCT document to be offered additional support from those within the establishment. This may be from Offender Management, Unit Staff, Substance Misuse Services and Chaplaincy but may also include other people too. HMP Warren Hill encourages families to be part of these reviews and should consider contacting families and significant others in all cases, and with the prisoner’s permission.

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

**Purple Visits**: Prisoners are currently entitled to a free video call, once per month. These can be requested via the ‘Purple visits’ app, which visitors must download and follow the instructions to register

**Phone calls**: Prisoners now have access to in-cell telephony 24hrs a day

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**Letters**: Prisoners are entitled to 1 x second class letter per week at the prison’s expense. Additional letters may be sent out at prisoner’s expense.

**Emailaprisoner.com:** Visitors can email direct at the cost of only a 2nd class stamp. Once the email is received at Warren Hill, a member of staff will print it off and hand it to the prisoner. Visitors can also pay the cost for prisoners to send a letter back via an email.

**Official Prison Visits and New Bridge Scheme:** For those prisoners who do not get visits there is the option of applying to an Official Prison Visitor. This is supported by Chaplaincy at HMP Warren Hill.

**Foreign National Phonecalls -**  Foreign Nationals and those with close family abroad are allowed free 5-minute phone credit every calendar month, unless they have received a domestic visit during the previous month. These calls need to be facilitated by the resident’s Key worker, who needs to complete the application form which is available from prison staff.

**New Logo (Standard)**

**Drug and Alcohol Support -**

Phoenix Futures are co commissioned by Offender Health and NHS England to deliver services for Prisoners with a history of, and with current substance misuse problems.

Phoenix Futures Family Worker will continue to work with families of prisoners to help them cope with a family member’s substance misuse, liaising with the prison as necessary.

For 2.5 days per week, Phoenix Futures offer a Family Worker on site who can provide Phoenix Futures service users with 1:1 support to discuss a variety of topics around Family and Relationship issues. This can include improving contact with family members, preparing for integration back into family life on release, improving relationships, addressing domestic violence, linking in with social services and other community family teams (where applicable). This will also include facilitation of group sessions specific to Building Healthy Relationships. and Support Networks.

The family service provides advice and guidance to the Prisoner’s family member through an assessment and 1:1 support via telephone, email or local community visits where possible. Including signposting any families to appropriate local community support in their area.

Appointments to work with family members on recovery and release planning can be arranged around visits to the Prisoners. There is scope to be able to use video link for structured 1:1 support where the family worker can arrange an appointment with both the Prisoner and their family worker if this is beneficial to their treatment.  (And with Prisoners permission)

### **Stage 3 Visits**

This facility has been developed to support progression for prisoners who have achieved Stage 3 within the Progression Regime at HMP Warren Hill. Successful applicants must commit high standards of behaviour given the level of trust the prison is willing to place in them. A successful application places responsibility on the prisoner to conduct themselves appropriately throughout the visit, thus providing evidence of trust which can indicate to a parole panel that they may be able to be trusted in future situations.

A facility has been identified within the ‘Virtual Village’ area for Stage 3 Visits. The facility is suitable for one prisoner plus 4 visitors at any one time. Should prisoners wish to request access to the shop during the visit this will need to be included within the application. The shop will be open for 15 minutes from 1400hrs.

Access to the kitchen will not be permitted however orders for cooked food can be placed from the Barista in advance which will be prepared and delivered. Prepaid cards can be purchased by visitors to the maximum of £25 to use on the visit. This can be used in the shop and for food. All items purchased must be consumed on the visit and under no circumstances are to be taken back to the unit.

Frequency will be determined largely by demand; the facility will be available to be booked via the Activities Hub. Available days are as follows -

Friday 11:45-16:15

Saturday 11:45-16:15

Sunday 11:45-16:15

**Stage 3 Visits can only be booked via the telephone booking line:**

Stage 3 visits can only be booked via phone -

* Phone 01394 633633 during Monday-Thursdays (9am-12pm).
* Visitors must provide the prisoner’s name, NOMS Number (Or D.O.B) in order to book the visit ensuring they confirm they are asking for a Stage 3 Resettlement Visit.
* When visitors book a visit using the telephone system, a Visiting Order (VO) will be generated and will be left at the gate for collection on the day of the visit.
* The Visits Clerk will clearly mark the VO as STAGE 3 to differentiate it from a normal domestic visit.
* Visitors must provide the same ID protocols as those required for normal domestic visits.

**Family Days – Children Days – Significant Other Days**

Family Days will occur throughout the year with the following dates scheduled for 2024 in collaboration with Ormiston Families.

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| 26th January 2024 – Family Day | 26th July 2024 – Family Day |
| 23rd February 2024 – Childrens Day | 30th August 2024 – Childrens Day |
| 22nd March 2024 – Significant Other Day | 27th September 2024 – Significant Other Day |
| 26th April 2024 – Family Day | 25th October 2024 – Childrens Day |
| 31st May 2024 – Childrens Day | 29th November 2024 – Family Day |
| 28th June 2024 – Significant Other Day | 27th December 2024 – Family Day |

The purpose of these is to allow prisoners so spend time with their loved ones in a relaxed environment. To enable prisoners to play with their children, help them with homework and develop and grow a pro-social and supportive relationship. Food will be available and provided by the Barista within HMP Warren Hill.

The relaxed regime is to allow prisoners to develop and maintain closer relationships with their children, grandchildren, or nieces / nephews. There must be a credible relationship to the child (ren) however each application will be judged on its own individual merit. That said the children of prisoners will always be given priority. The visitors visiting with children should be:

1. Wife.
2. Mother of Prisoners’ children.
3. Mother / Father.
4. Stepfather / Stepmother
5. Brother / Sister.
6. Legal guardian.
7. Court appointed appropriate adult.
8. Social worker.

The Maximum number of visitors to attend is three adults (children over 10 are classed as adults for the purpose of visits) and three children under 10. Applications for numbers outside of these limits will be taken on an individual basis.

Family Days will run from 1000hrs until 1500hrs

Application forms will be circulated in good time for the family day with a cut off date clearly specified for prompt return.

Significant Other Days are designed for prisoners and their partners to spend time together in a supervised manner with no children present.

**Accumulated Visits**

All prisoners are eligible to apply for Accumulated Visits to a prison (usually a local establishment) from HMP Warren Hill for the purpose of being closer to their families for a period of approximately 28 days. All applications will be considered however acceptance is at the discretion of the local establishment. HMP Warren Hill will support applications where possible to strengthen and maintain family ties. Applications for Accumulated Visits should be directed to the Offender Management Unit.

**Visits to a Dying Relative**

Chaplaincy continues to process requests and details are sent to Security for checks and approval by the Deputy Governor. If a visit is not granted, then Chaplaincy is able to facilitate iPad video calls (funeral on webcast).

**Parole Hearings**

Where appropriate prisoners’ families can be invited to Parole Hearings. This is at the discretion of the Parole Panel Chair and needs to be applied for in good time. All applications for this are to go through the Offender Management Unit.

**Bereavement Support/Counselling**

Those requesting bereavement support are seen by Chaplaincy for regular support sessions and referred to counselling if required/requested. Jewish counselling via telephone is also offered to the Jewish men and for anyone requesting general counselling.

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In 2024/2025HMP Warren Hill is committed to improving its Family and Significant Other provision by the following

* A regular Families forum for prisoners will take place to allow them to have a voice and give ideas on the visits provision at HMP Warren Hill.
* Reimplement a regular visitors questionnaire and ensure data is analysed and results shared.
* To relaunch and rebrand Shelby’s Café.
* To ensure Families are invited to engage in sentence planning, parole and a variety of other meetings held at HMP Warren Hill.
* To ensure all staff access appropriate Safeguarding training to ensure visitors ongoing safety.