**HM Prison Lancaster Farms**

**Family and Significant Others Strategy**

2023-24

**Name: J Blackburn Date: 17 Dec 2023**

**Governing Governor: E Sunley**

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**Key aims of the establishments Family and Significant Others Strategy**

HMP Lancaster Farms is committed to providing a rehabilitative environment for everyone that lives in the establishment. We aim to be a fair and equitable place for all the prisoners in our care, our staff and anyone else that may visit the establishment.

We are committed to helping those in our care maintain strong family ties wherever possible. We also aim to help those in our care forge these links where they may not have been present in the past. Everyone that is able to have contact with their family and friends will be encouraged to do so and opportunities for close family contact will always be available at HMP Lancaster Farms.

HMP Lancaster Farms is committed to ensuring that family relationships are a priority and considered in everything we do. We will involve Families and Significant Others in the care of our prisoners and listen to their views and concerns enabling them to contribute to future planning.

We recognise that engagement with the prisoners in our care, their families and our staff can help us to improve the provision that we offer. By consulting regularly with these groups, we aim to shape the future development of our services.

The Head of Reducing Reoffending is the Families and Significant Others lead on the Lancaster Farms Senior Management Team.

A Custodial Manager identified as Families and Significant Others champion, attached to the Reducing Reoffending function.

Families and Significant Others functional mailbox.

LancasterFarms.Families@justice.gov.uk

**Key Priorities Moving Forward**

Ensuring that prisoners are enabled and encouraged to make appropriate contact with Families and Significant Others.

Enabling the use of Technology to provide creative ways of facilitating family contact.

To Build on our in-person provision across the year and offer a range of events.

To involve Families and Significant Others in decision making processes and assessments involving their loved ones.

To run Family Days which are focused and engaging.

To engage regularly with our Family Services provider to improve our services

To offer support for those that do not receive visits

To consult with Families and Prisoners on a regular basis

**Prisoner Support**

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| Aim | To involve services as well as families in the care and support available for all Prisoners at HMP Lancaster Farms. Having family support embedded into every process such as ACCT, CSIP and sentence management.  |
| HMP Lancaster Farms recognises that the families of the Prisoners in our care know them better than we ever can. We put importance on having families involved in care wherever possible. Traditionally those in prison have had very little access to their families in times of crisis and need. | Background |
| Needs Data | * POPs attend ACCT reviews if deemed appropriate and are available to liaise with Families and Significant Others if required.
* Families are yet to be engaged in the CSIP process
* Bi-monthly Visitors Forums in place.
* Monthly Prisoner Council Meetings in place.
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| Emergency Contact: If Families or Significant Others have concern that there is an imminent risk of danger to a prisoner at Lancaster Farms, you can either call the dedicated phone line:- **01524 563675** or use the Safer Custody Portal.Visit **prisonersfamilies.org** and click on the **Worried about a Prisoner** link.A member of staff receiving this communication will pass the information on to a senior member of staff to action.We will aim to ensure that wherever possible Families are involved in the ACCT process. This may take the form of attendance at case reviews or phone calls to family to ensure they are updated with the most current information and also for them to feed into case reviews, supporting their family members through times when they need some extra help.OMU will involve Families in sentence planning to ensure that bespoke and individual resettlement needs are met.Families will be invited to attend important life events for Prisoners such as course graduations and completions.Prisoners are offered an opportunity for Families to be involved in the management of CSIP. | How We Deliver |

**Diversity and Inclusion**

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| Aim |  To ensure that every Prisoner at HMP Lancaster Farms has access to the services they need to access in relation to Families and Significant Others. To ensure that no Individual or group of people is placed at a disadvantage due to any protected characteristic that they may hold or not hold. We aim to foster an inclusive and diverse environment. |
| At HMP Lancaster Farms Diversity and Inclusion are a top priority. All Staff receive training and briefings surrounding their duty towards ensuring Fairness and Equality. Diversity and Inclusion work is well embedded across everyday working in the establishment, and this is continuously built upon. | Background |
| Needs Data | * There are 12 Foreign Nationals at HMP Lancaster Farms (December 2023).
* Big Word Translation service is used to communicate with those where English is not their first language.
* SMT leads identified for each of the Protected Characteristic groups.
* Equalities lead is in place.
* Quarterly Focus groups take place for Protected Characteristics and Children and Families is on the agenda.
* Targeted Family days in place taking account of Protected Characteristics.
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|  Monitoring access to services such as visits to ensure that no individual or group has been subjected to a disproportionate outcome due to protected characteristic.Working with minority groups to ensure that they have equitable access to services and communicating with them around Family work during forums and meetings.Recording the protected characteristics of those that access family days to ensure that there is equitable access for all. The Families committee will address any disproportionate or unfair outcomes.Recognising that in the case of foreign nationals, families may indeed live abroad, which in turn can restrict their ability to attend visits or maintain contact. We will strive to support these individuals as we recognise lack of contact due to distance can be very difficult for the Prisoners in our care. We will provide other opportunities for contact such as Extra phone calls and extended visits when families are in the country. | How We Deliver |

**Social and Official Visits**

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| Aim | To ensure that all Prisoners that wish to receive visits have the opportunity to do so and that no group or individual is placed at a disadvantage. We aim to be adaptable to different needs and wishes and will work with Prisoners and Families to ensure that regular visits are able to take place wherever possible. We aim to be creative in our delivery of visits and incorporate a wide range of visit types into the calendar every year. |
| HMP Lancaster Farms has a large visits hall that is capable of facilitating visits between prisoners and their families and significant others, as well as professionals. We are committed to ensuring that everyone gets every visit that they are entitled to and that appropriate support is in place for those who do not receive visits. | Background |
| Needs Data | * Family services provider in place, POPs.
* 2023 average monthly data relating to visits:- 550 available visits, 1000 adult visitors, 180 children.
* 12 Family and Significant Others Days took place in 2023. A further 12 are planned and will be publicized for 2024.
* Graduation events facilitated for Kainos and Sycamore Tree.
* New born baby visiting in place in the comfort of the Chapel. Facilitaed through an application process and supported by Chaplaincy staff and POPs.
* Visits Hall furniture renewed in January 2022.
* Nov 2023 New lockers and furniture installed in the Visitors Centre.
* “In house” refreshments service available in the visits hall providing hot and cold snacks for prisoners and their visitors.
* Care Leavers and prisoners that do not receive visitors are identified and supported. Safety department to provide data on prisoners who do not receive visits to update strategy.
* Chaplaincy department assists with supporting prisoners who do not receive visits and volunteer prison visitors in place.
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| Ensuring that systems are in place to identify and support those that do not receive visits. The Safety department is responsible for coordinating this work and will liaise with the chaplaincy department and Family service provider.Ensuring that we reflect on our provisions for visits on a regular basis and work with key stakeholders to ensure our visitors Centre is of the highest standard, with appropriate facilities for any person that may need to use them, including for those with disabilities.Organising and promoting a number of different themed days each year for families and significant others. Providing a fresh, relaxed, and well decorated visiting area for all Visits.Providing up to date information around visits on the Prison website and via social mediaEnsuring the visitors centre is easily identifiable, and that support is available on each visit day from the Family service provider (POPs)Ensuring cultural and personal requirements are considered at all times whilst people are visiting HMP Lancaster Farms.You can book a social visit by telephone:-Booking line: 01524 563 636Monday to Friday, 9am to middayEmail (enquiries only): LancasterFarmsDomesticVisitsBooking@justice.gov.ukVisiting times:* Tuesday and Wednesday: 2pm to 3pm and 3:30pm to 4:30pm
* Saturday and Sunday: 2pm to 3pm and 3:30pm to 4:30pm

Further information on visits is also available on the establishments page of the MOJ website. | How We Deliver |

**Video Calls**

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| Aim | HMP Lancaster Farms will aim to ensure that the use of Video visits is widespread and commonplace throughout the establishment. We will aim to offer as much access to these as possible and will ask for feedback on the service and how improvements can be made. We aim to be flexible with the use of video calls and will endeavour to make creative use of technology to improve our offering. |
| HMP Lancaster Farms has video calling available to all prisoners. All Prisoners have the opportunity to use this technology to contact Families and Significant Others. Equipment is currently located in the visits hall to ensure equitable access for different groups of prisoners. | Background |
| Needs Data | * Laptops available for use for Video Calls. Average 216 video visits available per month facilitated with 6 laptops.
* POPs provide support and activities for prisoners and their families.
* Poor take up of video visits initially based on connection/app issues. The establishment continues to raise these issues with the provider.
* Consideration for the relocation of video visits to enable better access and increased availability.
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| Ensuring that Video Calls are available for as many Prisoners as possible.Ensuring that the establishment is flexible with the times offered for video calls, including offering services at weekends and in the evening.Using the technology to deliver other services such as reading bedtime stories to children and attendance at special events where possible.Working to ensure that equipment is well maintained and does not go offline so that video visits are of the best possible quality.Providing support to Prisoners who are not familiar with the technology in use so that they have equitable access to video calling technology. | How We Deliver |

**Family and Significant Other Days**

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| Aim |  HMP Lancaster Farms will aim to ensure that there is a varied and enjoyable programme of Family days and events. We aim to ‘think outside the box’ with ideas for family days and will aim to ensure that the Prisoner voice is taken into account when making decisions around scheduling and planning all Family and Significant other Days. |
| An effective way of giving individuals freedom to socialise and maintain family ties is by providing extended visit days or “Family Days.” There has previously been a rolling programme of Family days that was paused due to the COVID-19 Pandemic. It is now safe to resume Family and Significant other days. | Background |
| Needs Data | * New Family service contract (2022) has enabled Lancaster Farms to increase the provision of Family and Significant Others to one per month.
* A calendar of targeted Family and Significant Other days to be delivered.
* Graduation events facilitated.
 |
| A monthly programme of Family and Significant Others Days is available for all Prisoners regardless of incentive status or protected characteristic.Appropriate and proportional risk assessment processes in place to ensure that all eligible prisoners are able to access Family and Significant Other Days.Access monitored to ensure that no group is placed at any disadvantage for any reason.A programme of activities available for families and significant others to take part in whilst attending the establishment.Varying days and dates to ensure that a wider range of individuals are able to attend Family and Significant Other Days regardless of their employment or other status.Provide regular opportunities for prisoners and families to have input into the future design of Family and Significant Other Days to ensure that they reach a wide audience and are delivered as a positive intervention. | How We Deliver |

**Keeping in Touch**

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| Aim | HMP Lancaster Farms aims to ensure that all Prisoners are able to have regular and meaningful contact with their Families and Significant Others. We aim to provide as many safe ways as possible of facilitating contact. We aim to build upon our existing arrangements to ensure that we adapt to using modern technology to communicate and provide as many options as possible to all Prisoners. |
| There are a variety of Methods of contact currently available to Prisoners who want to contact their Families or Significant others. These include letters, emails, video visits.  | Background |
| Needs Data | * Maintain up-to-date technology that is reliable and accessible to all prisoners and their families.
* Story Book Dads and other parent/child reading initiatives in place.
* Family Services provider assists with communications between prisoners and their Families and Significant Others.
* Monthly reporting from Family Services provider including compliance to contract.
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| Encouraging the use of written mediums to contact families and offering help to those that may struggle to do this.Ensuring that writing materials are readily available to all Prisoners.Ensuring that messages from email a prisoner are delivered in a timely manner and processing responses swiftly and sensitively.Facilitating contact using other means where appropriate and necessary due to individual circumstances or disabilities.Providing peer support for those that struggle to maintain family ties and working with partner agencies to ensure that those who are able to have contact do so safely.Ensuring that Phones are available for calls at published times across the establishment. | How We Deliver |

**Experience of Care**

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| Aim | HMP Lancaster Farms will aim to ensure that those who have been in care are identified and offered appropriate support. We recognise that there are many people who have experience of care in the prison estate and that they have different individual needs. We will aim to ensure that all those that have experience of Care have a voice in the Prison and that their needs are met. |
| A care experienced person is someone who has spent time in the care of the local authority. Their eligibility for services from the local authority depends on when and for how long they were in care. A small number of Prisoners in HMP Lancaster Farms have experience of care, a high percentage of these people will have experienced trauma prior to going in to care. HMP Lancaster Farms also recognises that those who do not meet the criteria for being a “Care Leaver” may still have experience of care. | Background |
| Needs Data | * 56 prisoners at HMP Lancaster Farms (November 2023) identified as Care Leavers.
* Head of Offender Management Delivery identified as the Senior Management lead on Care Leavers/Care Experienced.
* Custodial Manager (CM Hewitt) in post to implement actions identified for supporting Care Leavers/Care Experienced prisoners including quarterly Forum and to collate evidence/QA keywork contacts.
* CM to identify and collate information about how many Care Leavers/Care Experienced prisoners do not use visits and keyworkers to discuss in sessions and identify alternative sources of support.
* Prisoner representative identified.
 |
| Striving to identify those individuals who have been in care upon reception, but also ensuring that those who do not wish to disclose to staff have other opportunities to do so. We will develop a culture where those who have experienced care feel confident through our interactions that we will provide support and empathy. Keyworkers and POMs will undertake additional training to develop understanding around working with Care Experienced people which will provide further opportunities for individuals to disclose.Ensuring that those who are entitled to access services from their local authorities are able to do so.Care experience is treated as a protected characteristic. HMP Lancaster Farms will not allow any discrimination, bullying or harassment on the grounds of an individual being in care.Holding regular focus groups for Care Leavers and Care Experienced people and promoting support information to the individual.Ensuring staff have an awareness of Care Experience and offer regular training.Additional training within the OMU around ACE’s and trauma informed practice including inviting other departments including keyworkers and safer custody to engage with this and ensure that knowledge across the establishment is developed.Building direct links with Local Authorities and third sector organisations/Lived Experience to ensure that location in custody is not a barrier to accessing additional support.We will continue to develop our Rehabilitative Culture across the Establishment. | How We Deliver |

**Partnership Working**

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| Aim | HMP Lancaster Farms aims to involve as many appropriate Partner agencies and staff as possible to strengthen the work that we do with Prisoners in maintaining and building on Family and Significant others ties. We aim to maintain and expand our existing relationships. |
| HMP Lancaster Farms recognises the vital importance of collaborating with our partner agencies to provide the best care to the Prisoners in our charge. There are a number of Partner agencies and providers that collaborate with us to strengthen family ties and work towards resettlement. | Background |
| Needs Data | * 2 training courses a year and a support session every other week for listeners which is attended by the lead Samaritan.
* Monthly Safer Prisons Meeting which is attended by lead Samaritan.
* Chaplaincy to liaise with Prison Visitor volunteers.
* Scheduled Meetings with Family Services Provider and forums with families.
* Through the gate providers on site regularly
 |
| We will work with the local Family Provider (POPs) to strengthen our provision for the Prisoners in our care and their families.Committing to regular consultation with our partners and we will encourage them to take an active part in shaping our provisions.Expanding our services for families and significant others over time in collaboration with both local and national partner agencies.Continuously building a strong relationship between the establishment and the Family Provider via regular meetings.Have partner agencies such as the Samaritans, Through the gate providers, Official Prison Visitors and more regularly visit the establishment to provide support and guidance on Family and Significant others issues.Engaging with the IMB on Family contact and other relevant issues.Engaging with National and international organisations to help strengthen provisions for individuals and their Families. | How We Deliver |

**Useful Documents and Links**

**Action for Prisoners’ Families** www.prisonersfamilies.org.uk – Action for Prisoners’ Families, works for the benefit of prisoners' and offenders' families by representing the views of families and those who work with them.

**AFFECT** – AFFECT provides services for the families of serious offenders and offers support groups to families in the south of England. [www.affect.org.uk](http://www.affect.org.uk)

**Inside Time –** www.insidetime.org.uk – this website gives visiting and other advice

**Pact (Prison Advice and Care Trust) –** www.prisonadvice.org.uk provides

Useful information on visiting and how visitors’ centres can help families.

**Prisoners’ Family Voices** is a web-based community which gives family members the opportunity to talk to each other.

http://prisonersfamiliesvoices.blogspot.com

**Offenders’ Families Helpline 0808 808 2003** info@prisonersfamilieshelpline.org.uk

www.prisonersfamilieshelpline.org.uk

**Prisoners’ Families and Friends Service 0808 808 3444** info@pffs.org.uk

[www.pffs.org.uk](http://www.pffs.org.uk)

**Prison voicemail** prisonvoicemail.com

**I HOP ( Barnardo’s )** <https://www.i-hop.org.uk> i-HOP is a one-stop information and advice service to support all professionals (working with children and families of prisoners) and all families of prisoners, bringing together useful information in one place.

**POPs** Families Services provider: Milly Townley <millyt@partnersofprisoners.co.uk>