

**HMP/YOI Hindley**

Families and Significant Others

Strategy

January 2024

Governor Natalie McKee

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**This document must be retained for audit purposes**

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**1. Families & Significant Others Staffing Structure**

The staffing structure ensures Families & Significant Others Provision is an operational priority at HMPYOI Hindley.

**2. HMPYOI Hindley**

HMPYOI Hindley is a prison and young offenders’ institution (YOI) in Bickershaw, near Wigan, for men aged eighteen and over that are convicted of a custodial sentence.



**3. Lord Farmers Report**

In August of 2017 Lord Farmer published a report titled: The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime. The report made nineteen recommendations, which put family and significant others at the heart of prison reform. It advocates supporting efforts between prisoners and their families to improve relationships, and that **‘family should be the golden thread’** running through all prison processes.

**Lord Farmer said:**

***“Harnessing the resource of good family relationships must be a golden thread running through the processes of all prisons.”***

***&***

***‘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.’***

(Farmer, M., 2017)

**Reference:**

The following publication provide information and reference:

* “The Importance of Strengthening Prisoners' Family Ties to Prevent Reoffending and Reduce Intergenerational Crime” by Lord Farmer -

<https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/642244/farmer-review-report.pdf>

**4. Introduction**

The aim of this strategy is to encourage prisoners to maintain good relationships and re-establish ties with their family and friends in an environment that is safe and decent. Maintaining social contacts is a fundamental part of a prisoner’s time in custody, and this contact is proven to assist both rehabilitation and reintegration into the community.

**HMPYOI Hindley’s Family Offer** will deliver on Lord Farmer’s objectives by delivering and continually improving the following:

* A dedicated Visitors’ Centre that will be fit for purpose, have sufficient information for visiting families and staff on hand to meet, greet and answer any questions visitors might have.
* A modern welcoming visitors hall with refreshments for everyone and activities for children.
* A staffing structure enabling family work to be an operational priority
* Providing Extended Visits so supportive relationships can develop and flourish
* By providing Family Learning opportunities that will equip prisoners with the skills and knowledge to help maintain and improve relationships
* To have in place a Gateway Communication System to promote and maintain family contact through a variety of means that are both fit for purpose and easily accessible.
* By working alongside third parties to build upon and enhance our families and significant others provision

We will communicate our offer by way of the following youtube video:

<https://youtu.be/4oL6Wmoh2e8>

**5. Ways to get in touch and stay connected**

To promote and facilitate Families & Significant Others engagement and support there are several ways to contact the establishment to maintain contact with your loved ones whilst they are in Prison.

**Emergency Contact**

**01942 663100**

This phone line will be answered 24 hours a day 365 days a year. The member of staff answering the phone will not be able to discuss the Prisoner in our care, but they will pass the information on to a senior member of staff in the Prison to action. If the Prisoner agrees, full feedback will be given to the caller regarding the concerns and what actions have been taken.

This is also a switchboard service, and your call will be directed to the appropriate department or senior member of staff.

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If you have concern that there is an imminent risk of danger to a Prisoner in our care, you can call:

**01942 663294**

This is a direct number to our Safer Custody Department. This number is not answered 24hrs a day but has a recording facility.

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**01942 663291**

This is a direct number to our Chaplaincy Department. This number is not answered 24hrs a day but has a recording facility.

**PIN Phones**

All prisoners at HMPYOI Hindley now have in cell telephones and when they arrive into custody they are given a unique PIN number to make outgoing calls. You cannot call them; they must call you.

**Prison Video**

Introduced during the Pandemic and retained post pandemic Prison Video offers prisoners and their loved ones the ability to have video calls once a month. Priority is given to those that do not have visits It requires the visitor to download an application to their phone, tablet or other internet enabled device and is free of charge. <https://www.prisonvideo.com>

**Letters**

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

**Email a Prisoner**

Email a prisoner is a service which allows you to email your loved one and for them to reply. This is a charged service costing £0.40 per message sent the prisoner replies are free. <https://www.emailaprisoner.com>

**Story Book Dads**

Story book Dads is offered to the prisoners via our on-site library. This involves Dads being able to record a story to their children (via the prison), ensuring that valuable vocal connection between Father and child is maintained.

**6.Getting to HMPYOI Hindley**

**Address**

HMPYOI Hindley

Barracks Road

Bickershaw

Hindley

WN2 5TH

A black car with a white background

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**By Car** – Enter WN2 5TH into any Sat Nav or similar application on your mobile phone. There is a visitors car park at HMP/YOI Hindley. It is signposted on the left as you arrive at the prison entrance. The Visitor’s Centre is also on your left.

Icon

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**By Train** – [www.nationalrail.co.uk](http://www.nationalrail.co.uk)

Wigan Wallgate 4 miles

Wigan Northwestern 4 miles

Hindley 3.5 miles

A picture containing tool

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**By Bus** – There are several bus routes that run past the bottom of Barracks Road. Routes can be found here [www.traveline.info](http://www.traveline.info)

**7.Visitor Centre and Social Visits**

HMPYOI Hindley’s Visitors Centre is located on the left-hand side of the Prison. Visitors arrive here first to book in for their visit and offer their required forms of identification.

The Visitor Centre is the first support point of contact and facility for visiting Families & Significant Others. Partners of Prisoners (POPs), our Family Engagement provider, staff the Centre, who will meet, greet, and provide advice and support to Families & Significant Others. They will reassure, and guide visitors through their entire visits experience.

* The Visitor’s Centre is open from 12:00 and closes at 16:30 (please note visitors must arrive no later than 14:15 to attend the visit session.
* The Visitors Centre has soft seating, toilets and baby changing facility and information both on display and available to take away in the form of leaflets/booklets whilst visitors wait to be called for their visit.
* After being booked in visitors will be asked to walk around to the entrance to the Prison and go through the searching area before being allowed entry to the Gateway Social Visits Hall to attend the f visit.





**Social Visits take place at the following times**

* Monday 14:00hrs – 15:30hrs
* Tuesday Closed
* Wednesday 14:00hrs – 15:30hrs
* Thursday 14:00hrs – 15:30hrs
* Friday 14:00hrs – 15:30hrs
* Saturday 14:00hrs – 15:30hrs
* Sunday 14:00hrs – 15:30hrs

**Booking online**

* To book online, visit: [www.gov.uk/prison-visits](https://www.gov.uk/prison-visits)
* All that is needed are:
  + the name and date of birth of the person being visited
  + their prisoner numbers
* Up to three dates and times can be selected. Prison booking staff will check what is available and confirm the visit by email. A visiting order (VO) number will be supplied by email. Visitors are required to bring this with them when they visit.

**Booking via Application**

* **Prisoners** can also book a visit by submitting a general application to their wing staff. Prison booking staff will check what is available and confirm the visit by email. A visiting order (VO) number will be supplied by email. Visitors are required to bring this with them when they visit.

**Visits Booking Telephone Lines**

In addition to the above social visits can also be booked by contacting the Visits Booking Team. The numbers for the phone lines are 01942 663234 and 01942 663492 and they are open Monday to Friday 9am to 12pm and 1pm to 3pm. These booking lines are very busy, where possible please use the online booking service. A visit booking reference number will be provided once the visit is booked. This number should be kept as it must be provided to the Visits Booking Team to make any changes to the booked visit.

Visits can only be amended up to 12:00pm the working day before, for example if the social visit is booked for a Monday, then the visit would need be amended by 12:00pm the Friday before

**8. Family Days & Blue Visits**

HMP/YOI Hindley hold Family Days which are significantly different from normal Social Visits that take place daily. Family Visits offer a more relaxed environment for both prisoners and visitors. The Family Days run to a theme such as Sports Day, Christmas, and many more. During all Family Days there are activities on offer such as:

* Group activities
* Arts & Crafts
* Competitions
* Games
* Guest Appearances from outside partner agencies.

In addition to activities some catering is offered by the Prison, so Visitors & Prisoners do not need to purchase any refreshments as they are all provided, often in line with the days theme. However, the normal canteen refreshments will still run.

Family Days are held twelve times a year as a minimum and are advertised to both Prisoners and Families. Family Days are available to all prisoners irrespective of their Incentives Earned Privileges level.

Blue Visits are held first and third Thursday afternoon of each month and are geared towards improving neuro-diverse family time or to promote family (and staff) awareness in a thematic way. The capacity of visits is reduced to minimise noise levels and encourage those Family and Significant Others to experience contact that they may otherwise find over-whelming.

**Prisoner 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.

We will monitor which of our prisoners do not have visits and ensure support is available for them through POPs engagement.

**Assisted Prison Visiting Unit**

(APVU): Visitors can claim back up to two visits a month travel costs through APVU. Terms and conditions apply, and booklets and information are available in the Visitors Centre, on the website or via telephone. <https://www.gov.uk/help-with-prison-visits>**Young Adults**

Approx 40% of our men at Hindley are aged between 18-25. We know that men in this age group have different needs from older adults and to address this we have published our Young Adults Strategy. In this strategy we have made a commitment to hold at least one dedicated Young Adults Family visit each year, featuring activities which the young adults have told us they want to do with their families.

We have also committed to supporting the engagement of families in ACCT and Sentence planning reviews. We will also deliver specific family intervention courses to this age group and their families, aimed at rebuilding relationships ready for release.

**9. Working in Partnership**

**POPS**



Our family support provider, POPS, aims to support the children and families who arrive to visit prisoners, to help enable those families to maintain a healthy relationship and regular contact with an imprisoned family member.

They help the prisoner continue to be a loving and caring parent, despite being in prison – and for the child to know that they are still loved as much as ever. They have a range of activities which can include special visits for children.

One to one case work offered by a Family Engagement Worker (FEW) is offered to all prisoners and will contribute towards building strong family ties. Case work may involve supporting prisoners to rebuild relationships, gain information from their child’s social worker and much more. Prison Offender Managers along with Keyworkers and partner agency staff will be asked to refer prisoners to the service when necessary.

Services and support that are aimed at the whole family will also be something that will be developed if necessary and needed. Support for the whole family may include family members meeting with the FEW or volunteers prior to a visit, when they meet family members, they will be able to have support and be sign posted to outside agencies. Families can meet the staff in the onsite visits centre if there is a need for a confidential discussion.

**Other Partnerships**

We also work with many other agencies and charities that provide support; these are constantly expanding but include

Manchester College

Magistra

Tate Gallery

Military Organisations

**10. Safer Custody**

By effectively recording next of kin and family contact details on first reception, we ensure a prisoner’s family or significant other’s details are recorded when they arrive at the prison. Where no details are available, Prison Offender Managers (P.O.M’s) will follow up with the prisoner, ensuring every opportunity to maintain contact with family or significant others is explored.

Working closely with our Offender Management Unit / Induction Unit colleagues and external partner agencies, we can instigate alternative arrangements and support measures where a prisoner is the sole carer of a child or other dependant.

Safer Custody monitor socially isolating prisoners through safer custody processes. Initial screening is completed by Reception staff. Prison Offender Managers (P.O.M’s) will follow up on this work and explore further support measures including arranging visits by people who may be able to support prisoners.

Safer Custody also manage and regularly review HMPYOI Hindley’s Safeguarding Policy. This policy is available for prisoners from the library and for visitors by requesting a copy from the visits booking staff.

11. **Chaplaincy**

Our Chaplaincy Team provide both Religious and Pastoral Support to all prisoners at Hindley. They will provide pastoral support for serious illnesses and death of loved ones, families, and friends. It is the Chaplaincy Team that should be contacted so that this news can be shared with the prisoner in person in a supportive and informative manner.

01942 663291

**12. Care Leavers**

Practical support and guidance, along with emotional support is provided through multi agency work to provide much needed support by way of Health, Housing, Employment and Education.

As part of this service delivery we:

* Work with local authorities on specific cases as decided by them.
* Await Governmental/local authority guidance on the specific offer for the 21-25 age group.
* Continue to represent HMPYOI Hindley on a regional basis, compiling stats etc.

In terms of further development, we will:

* Assist local authorities in meeting their obligations as defined by the new guidance.
* Develop support systems in tandem with the Offender Management model.

**13. Our Commitment**

* To continually strive to improve the experience of Families & Significant Others to our establishement.
* To continually strive to improve communications between Prisoners and Families & Significant Others.
* Provide training, support within an “Enabling” environment to prisoners, Families, Significant Others and Staff.

**14. Future Planning**

* To reinvest money taken from the refreshments served back into the Familes and Significant Others provision. By improving the Visitors Centre and Visits Hall, providing activities and toys for children to play at the table. Extra Family Intervention courses.
* To re-establish the Family Forums for Families and Significant Others to have their say and to be listened too.

## **15. Support and Information for Children, Families and Significant Others Affected by Imprisonment and Professionals working with them**

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

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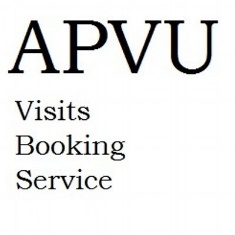
* **Assisted Prison Visits Unit (APVU)** – help with the cost of prison visits <https://www.gov.uk/help-with-prison-visits>
* **Family Lives** [www.familylives.org.uk](http://www.familylives.org.uk/)– Family lives, works for the benefit of prisoners' and prisoners' families by representing the views of families and those who work with them.
* **Families Outside** [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk) [0800 254 0088](tel:08002540088) The free helpline is an independent support service for families and friends affected by imprisonment. They aim to help with any questions or concerns you may have.
* **Email a Prisoner** - [www.emailaprisoner.com](https://www.emailaprisoner.com/)
* **Inside Time –** [https://insidetime.org](https://insidetime.org/)– this website gives visiting and other advice
* **NICCO** - National Information Centre on Children of Prisoners 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. [www.nicco.org.uk](http://www.nicco.org.uk)
* **Pact (Prison Advice and Care Trust) –** [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk/)A national charity that provides support to prisoners, people with convictions and their families through a range of services, including a national helpline, digital information services, casework, play, group work, mentoring and befriending programmes. (Pact Prisoners’ Families Helpline: 0808 808 3444)
* **POPS** - [www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk) They aim to provide a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies. POPS provides assistance to these groups for the purpose of enabling them to cope with the stress of arrest, sentence, imprisonment, and release.
* **Prisoners’ Family Voices** is a web-based community which gives family members the opportunity to talk to each other. <http://prisonersfamiliesvoices.blogspot.com>
* **Prison voicemail** – [www.prisonvoicemail.com](https://www.prisonvoicemail.com/)
* **Prisoners’ Families Helpline 0808 808 2003** info@prisonersfamilieshelpline.org.uk

[www.prisonersfamilieshelpline.org.uk](http://www.prisonersfamilieshelpline.org.uk) The National Prisoners’ Families Helpline can support you if a family member is in contact with the criminal justice system. They provide advice and information on all aspects from what happens on arrest, visiting a prison to preparing for release.

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