**HMP Long Lartin**

Public Sector Prisons – LTSHE

**Family and Significant Others Strategy**

**2024/25**

**Governor Babafemi Dada**

**Signature……………………. Date……………………..**

**Operations Governor Tony Clements**

**Signature……………………. Date……………………..**

**Custodial Manager Emma Carroll**

**Signature……………………. Date……………………..**

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### Introduction

The Secretary of State commissioned the Lord Farmer Review (The Importance of Strengthening Prisoners’ Family Ties to Prevent Reoffending and Reducing Intergeneration Crime) (August 2017). Maintaining supportive family relationships is paramount in achieving a reduction in re-offending.

Supporting a prisoner to develop meaningful and constructive relationship with their family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime.

We are committed to transforming prisons into places of safety and reform and we recognise the need to provide those in our custody with stable environments, as well as opportunities to change their behaviour and turn away from a life of crime. Relationships with families and significant others can play a key role in this. We hope to achieve this by working with prisoners in our custody and their families and want this strategy to be owned and developed over time by both of those groups as well as the prison.

**Study by Lord Michael Farmer calls family relationships “the golden thread” to help reduce reoffending.**

**Research shows prisoners who receive visits from a family member are 39 per cent less likely to reoffend.**

**Contacting Us**

Governor: Babafemi Dada

FaSO Lead: Tony Clements (Governor of Operations)

FaSO Champion: Emma Carroll (Custodial Manger of Visits)

Address:

HMP Long Lartin

Shinehill Lane

South Littleton

Evesham

WR11 8TZ

General Telephone number: 01386 295100

Visits Booking Line: 01386 295188

Visits booking email: socialvisits.longlartin@justice.gov.uk

Website: [Long Lartin Prison - GOV.UK (www.gov.uk)](https://www.gov.uk/guidance/long-lartin-prison#contact-long-lartin)



EMERGENCY CONTACT

Call 01386 295 100 if you have an immediate or emergency concern about the welfare of a prisoner.

The member of staff answering the phone will not be able to discuss the person in our care with you but they will immediately pass your concern onto a senior member of staff to action. We aim to address any issues raised on the call immediately and will let you know what the outcome is.

If you have concerns about the safety or wellbeing of a prisoner at Long Lartin prison that are not an immediate concern, call the at-risk hotline free on 0800 4961 455. This number is checked each morning at approximately 8am

Leave a message giving as many details as possible including the prisoners name, prisoner number and what wing they are located on if you know it. If you wish, you can leave your own details and a contact number so the prison can call you back to give you feedback, if appropriate.

There is a further help line and website named ‘Prisoners’ families helpline’.

[www.prisonersfamilies.org](http://www.prisonersfamilies.org)

Telephone number 0808 808 2003

Lines are open Monday-Friday 9am-8pm, Saturday and Sunday 10am-3pm

Email: [businesshublonglartin@justice.gov.uk](mailto:businesshublonglartin@justice.gov.uk)

**Visiting**

A person holding a baby

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To Book and plan your visit to HMP Long Lartin

To visit someone in Long Lartin you will need to:

* be on that person’s visitor list.
* book your visit 3 days in advance.
* have the [required ID](https://www.gov.uk/guidance/long-lartin-prison#entering-long-lartin) with you when you attend.
  + passports
  + identity cards from an EU or European Economic Area (EEA) country
  + UK photocard driving licences.
  + EU or EEA driving licences.
  + NI Electoral identity cards
  + a US passport card
  + a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
  + an armed forces identity card
  + a UK biometric residence permit (BRP)

Up to 2 adults (over 18) can visit at once along with 2 children (under 18).

**Help with the cost of your visit**

If you get certain benefits or have an NHS health certificate, you might be able to [get help with the costs of your visit](https://www.gov.uk/help-with-prison-visits), including:

* travel to Long Lartin
* somewhere to stay overnight
* meals

Further information on the following website: [Get help with the cost of prison visits - GOV.UK (www.gov.uk)](https://www.gov.uk/help-with-prison-visits)

**How to book family and friends visits**

You can book your visit by telephone. There is no online booking service available.

Booking line: 01386 295 188  
The booking line is open Monday to Friday, 9am to 2pm

Email anytime: [socialvisits.longlartin@justice.gov.uk](mailto:socialvisits.longlartin@justice.gov.uk)

Please include Prisoners’ name and number and include details of all the visitors wishing to attend. Email confirmation will be sent once the visit has been booked.

Visiting times:

* Tuesday: 2pm to 4:30pm
* Thursday: 2pm to 4:30pm
* Saturday: 2pm to 4:30pm
* Sunday: 2pm to 4:30pm

Visitors are entitled to a one hour visit. More time may be allowed if available on the day. You should try to arrive at least half an hour before your visit time to allow for checking in and security.

Visitors are to arrive no later than 3pm as entry closes at 3:15pm



**Entering Long Lartin**

All visitors, aged 16 or older must prove their identity before entering the prison. On a first time visit, any persons over the age of 18 will also need to provide proof of their address. Visitors will need to provide a suitable form of identification each time they visit HMP Long Lartin.

All visitors will be subject to searching procedures, including children, before their visit is allowed to take place. This includes going through a metal detection portal, a metal detector being directed around their body and a full rub down search. You may also be sniffed by security dogs.

Long Lartin has a strict dress code policy, meaning, no see-through/revealing clothing, no steel toe capped shoes, no short shorts, no ripped clothes, no camouflage print or offensive slogans, no short dresses, and no headwear, other than that worn for religious reasons. Visitors must adhere to the prison dress code that applies, further details can be requested on your first visit or by telephoning the visits booking line.

There will be refreshments available to purchase during your visit.

You are permitted to take in money to the value of £20 per person but this can only be in coins and no notes. A pre-order service is in operation, you can order your food prior to entering the hall, this means you do not have to que for food and drink, maximizing your visiting time.

There are strict controls on what you can take into Long Lartin. You will have to leave most of the things you have with you in a locker (£1 refunded). This includes pushchairs and car seats. If you’re visiting with a baby, you can take in 3 nappies, baby wipes, baby bottle, a dummy and an unopened jar of baby food or an unopened carton of milk.

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.

**Visiting facilities**

The visitors centre opens at 12pm.

A family support worker can help with information about prison routines, visiting procedures and other organisations offering support to families with someone in prison.

There will be refreshments available to purchase during your visit.

For visitors with disabilities, you can ask the staff for assistance. There are no steps to the visitor centre and there is a disabled toilet.

**Family days**

HMP Long Lartin run 8 family days a year which take place in each school holiday with 2 in the summer holidays. These days are often longer/extended visiting times and focuses on children and building positive meaningful relationships.

Games/activities are arranged, and food is provided. PACT are there to support these days.

Prisoners can apply for a family visit when they are advertised on their wing. Applications are sifted and checked by public protection and security; prisoners notified if/when they have been approved.

**Getting to Long Lartin**

The closest railway station is Honeybourne. From there you can get a taxi.

To plan your journey by public transport:

* use [National Rail Enquiries](https://www.nationalrail.co.uk/)
* use [Traveline for local bus times](https://www.traveline.info/)

There is a free visitors car park which is signposted when you arrive at the establishment. Disabled parking is available in the visitors car park, this is located near the visitors centre.

Visitors are welcome to arrive for their visit anytime from 12:15pm in order to start the booking in process.

**Keeping in touch**

There are several ways you can keep in touch with a prisoner during their time at Long Lartin. For further information contact: [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk/)

Prisoners’ Families Helpline: 0808 808 2003

**Secure video calls**

To have a secure video call with someone in this prison you need to:

* Download the [Prison Video app](https://prisonvideo.com/app)
* Create an account
* Register all visitors
* Add the prisoner to your contact list.

You’ll need to follow the usual prison rules around what to wear and how to behave. Remember that all calls are recorded, and prison staff may view or listen to calls as they are happening. The call can be paused or ended if prison rules are not followed.

**What you’ll need to make a video call**

* Mobile phone or tablet – this service is not available using a computer
* An account with a secure video calling application
* Passport, driving license or another government-issued photo ID
* Proof of address (if your ID does not include this)
* The prisoner’s name, number and date of birth
* Names, dates of birth and addresses for everyone who would like to be on the video call

**Phone calls**

Prisoners will soon have in-cell telephones, they will always have to call you. They have to buy phone credits to do this.

They can phone anyone named on their list of friends and family. This list is checked by security when they first arrive so it may take a few days before they are able to call.

You can also exchange voicemails using the [Prison Voicemail service](https://prisonvoicemail.com/).

Officers may listen to phone calls as a way of preventing crime and helping keep people safe.

**Email**

[](http://emailaprisoner.com/)You can send emails to someone in Long Lartin using the [Email a Prisoner service](https://www.emailaprisoner.com/).

**Letters**

****You can write at any time.

Include the person’s name and prisoner number on the envelope.

All post, apart from legal letters, will be opened and checked by officers.



**Official Prison Visitors (OPV)**

People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor called an ‘Official Prison Visitor (OPV) who will visit and provide support. This service is offered through the Chaplaincy department.

**Care Leavers**

Following the Children & Social Work Act 2017 (C&SWA 2017), all young adults defined as Care Leavers can be offered support until the age of 25. Support can consist of:

Relationships & Keeping Safe

Accommodation

Leisure and Participation

Money, Health and wellbeing

Education, Employment and Training

Awareness posters have been put on the Wings to inform individuals about this and to contact OMU (Offender Management Unit), their keyworker or the Prison Offender Manager Care Leaver for further information. Questionnaires are also given to people under the age of 25 years old, to help identify those who may not have declared that they are Care Leavers. Individuals who have already declared that they are Care Leavers, then support will be given to maintain contact with their allocated Personal Advisor from their local authority whilst in custody.

**Send money and gifts**

You can use the free and fast [Send money to someone in prison - GOV.UK (www.gov.uk)](https://www.gov.uk/send-prisoner-money)

You can no longer send money by bank transfer, cheque, postal order or send cash by post.

If you cannot use the online service, you may be able to [apply for an exemption](https://send-money-to-prisoner.service.gov.uk/help/apply-for-exemption/) - for example if you:

* are unable to use a computer, a smart phone or the internet
* do not have a debit card

This will allow you to send money by post.

**Gifts and parcels**

People in Long Lartin are given a list of approved items that can be sent to them.

Family and friends of prisoners are permitted to send books directly to their loved ones, or can order books from approved retailers, which can source and send the books on to prisoners.

Prisoners can also apply for a birthday parcel this will be direct to the establishment from the supplier, depending on ‘privileges’.

All parcels will be opened and checked by officers. Prior approval is needed before arranging.



**Life at Long Lartin**

Long Lartin is committed to providing a safe and educational environment where men can learn new skills to help them on release.

**Security and safeguarding**

Every person at Long Lartin has a right to feel safe. The staff are responsible for their safeguarding and welfare at all times.

**Arrival and first night**

When a prisoner first arrives at Long Lartin, they will be able to contact a family member by phone. This could be quite late in the evening, depending on the time they arrive.

They will get to speak to someone who will check how they’re feeling and ask about any immediate health and wellbeing needs.

**Induction**

Each prisoner who arrives at Long Lartin gets an induction that lasts about a week. They will meet professionals who will help them with:

* health and wellbeing, including mental and sexual health
* any substance misuse issues, including drugs and alcohol
* personal development in custody and on release, including skills, education and training
* other support (sometimes called ‘interventions’), such as managing difficult emotions

Everyone also finds out about the rules, fire safety, and how things like calls and visits work.

A prisoner offender manager (POM) is allocated to the new prisoner who will support them with risk reduction, transfers, parole and any other issues that come up.

**Accommodation**

Long Lartin houses over 600 prisoners in single cells. There are 7 residential units, a PIPE unit, AN Incentivised substance free living environment and a CSRU (care, separation and re-integration Unit)

There are self-cook facilities in all areas for prisoners to use with he exception of the CSRU.

There is a gym with a full size sports hall, weight training room, classroom and all weather area. Prisoners can apply for up to 5 sessions a week, as well as training for qualifications.

**Education and work**

Vocational training includes woodcraft, barbering, industrial cleaning, laundry and Kitchen work.

The education department offers a wide range of learning opportunities both in the classroom and the workplace. It focuses on the need to raise basic skills with a fully equipped Skills for Life Workshop, whilst also offering Open University courses to those who wish to study at degree level. The library provides a wide range of reading material and music.

Offender behaviour programmes offer courses to those who struggle with emotional management, violence and substance abuse problems. All prisoners are subject to mandatory drugs testing (MDT). There is a Key worker scheme where prisoners will be allocated an officer who will meet with them every 2 weeks.

The multi-faith chaplaincy team provides pastoral care for prisoners. The aim is to help prisoners to discover and develop a spiritual awareness both individually and in groups. General activities like art, music, concerts, seminars and bereavement support are also offered.

**Organisations Long Lartin works with**

Practice Plus NHS provides a team of multi-disciplinary nurses and agency GPs for the healthcare centre.

Services include mental health, physiotherapy (help with physical injuries and pain), a dentist, optician and podiatrist (for foot problems).

A logo with colorful text

Description automatically generated**Family Services – Prison Advice and Care Trust (PACT)**

PACT Worker contact: Lauren Spencer - [longlartin@prisonadvice.org.uk](mailto:longlartin@prisonadvice.org.uk)

Safer Custody line: 0800 4961 455

Visitors’ Centre Telephone:  01386 295295 - 11.00-14.00, Tuesday, Thursday, Saturday and Sunday.

Visitors’ Centre Email: [longlartin@prisonadvice.org.uk](mailto:longlartin@prisonadvice.org.uk)

Alternatively, you can contact Prisoners families’ helpline on 0808 808 2003

**About PACT**

Pact is a pioneering national charity that supports prisoners, people with convictions, and their children and families. We provide caring and life changing services at every stage of the criminal justice process: in court, in prison, on release, and in the community.

Pact’s vision is of a society in which justice is understood as a process of restoration and healing, in which prisons are used sparingly and as places of learning and rehabilitation, and in which the innate dignity and worth of every human being is valued.  We work for the common good of Society, taking a public health-based approach. We work at the intersection of criminal justice, child and family welfare, mental health, wellbeing provision and health & social care.

Our volunteers and staff can be found in courts, prisons, probation services, and in communities across England & Wales.  We are a diverse, inclusive, modern, and collaborative charity.  We build effective partnerships and sustainable solutions based on our well-established understanding of the systems in which we work, and on our historic values and ethos developed through our 120+ years of service delivery.

A group of text on a white background

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**Future Planning**

Our Commitment to visitors and prisoners in our care 2024/2025

* In 2024 In-cell telephones are being installed across the establishment which will support family and significant others ties.
* Launch FoSO focused forums with visitors and prisoners.
* Improvements in Key worker delivery.
* Surveys to be produced 2x per year around visits experience, this will allow feedback and allow us to make any improvements.
* Looking at ways to improve family day visits. Supported by PACT.
* Improve induction, mainly to identify and triage FaSO situations hopefully aiming to improve family ties.
* Improve environment in visitors centre and visits hall.
* Families and significant others are invited to join ACCT reviews where appropriate.
* Families and Significant others invited to celebrate achievements where appropriate.
* Families and significant others work representing an operational priority. The Lead and Champion will focus on the commitments made.

****

**Why focus on Families and significant others?**

Supportive families are a great resource for prisoners, and they often play a vital role in helping an individual move away from crime. A supportive family can also provide effective protective factors for prisoners at risk of suicide and self-harm. Having a stable family to return to on release or transfer to another establishment of lower category, can also encourage prisoners to engage in sentence planning interventions and maintain positive behavior whilst in custody.

Research on desistance from crime, also suggests that positive family ties can have an encouraging effect on the rehabilitation of offenders.

Research shows that a prisoner receiving visits from children and family are 39% lower than for prisoners who do not receive visits. (May. C, et al (2008))

In a small number of cases maintaining family ties may not be appropriate, possibly due to the risk of harm that a prisoner poses to the family. Safeguarding children and supporting victims should always be a priority in the work at HMP Long Lartin supported by the National Probation Service

At HMP Long Lartin the Families and significant others Pathway, aims to ensure the interests of prisoners and their families are addressed through:

* Helping to maintain family ties, where appropriate.
* Improving parenting skills of prisoners.
* Provide and advice and guidance to families and prisoners.
* Developing a family friendly focus in prisons and through our visitor centre.
* Involving the family in Resettlement decisions when appropriate.
* Involving the family in the safety and care of individuals wherever it is deemed as appropriate.
* Threading the Families and significant others pathway through all the Resettlement pathways.
* Providing support for the individuals that are identified to have little contact with

**Governance and Management of the Strategy**

The Families and significant others Pathway lead will be the Head of Operations and will be assisted by the Head of Chaplaincy.

The operational Families and significant others lead are

* Governor Head of Operations Families Lead: **Tony Clements**
* Custodial Manager Visits and FaSO Champion: **Emma Carroll**

In order to ensure that the “family” remains the focus of our work towards the rehabilitation of our prisoners at HMP Long Lartin, the commitments listed below will be monitored through the following processes:

* Quarterly Bi-lateral Meetings with the Families and significant others Pathway lead and the contracted provider (PACT)
* Safety meetings
* Reducing Re-offending Meetings
* Establishment HMIP Expectations Document

**Measuring our success in developing the Children’s and Families pathway**

* Prisoner Family Needs questionnaire (Twice yearly)
* Prisoner Consultative Committee
* Reducing Re-Offending Meetings
* Safety meetings
* HMIP (His Majesty Inspectors of Prisons)
* Prisoner MQPL (measuring the quality of prison life)
* Rehab Culture Meetings

**Families and significant others**

HMP Long Lartin run ‘family time’ visits. A minimum of eight family visits will be held jointly coordinated by the operations.

The Chaplaincy team arranges on request, marriages for prisoners serving sentences at HMP Long Lartin. Regular contact with the bride is necessary, to ensure the wedding plans are all in place.

Following a death in custody, the Chaplaincy team are often called upon to attend and offer support to the decease’s Next of Kin. The Chaplaincy

team will often take on the role of family liaison, keeping in regular contact with the family and offering continued support.

**Commitment for 2024/25**

* To continue to manage family time visits, developing the events to suit the needs of the families in attendance.
* To continue to develop and provide families with an overview of the pastoral/faith provisions a HMP Long Lartin.
* To continue to work with the Visits Managers, Families and significant others Coordinator and Play Team to enhance the visits experience for families and significant others.
* To enhance the social visits provision with the continued use Secure Video Call facility at HMP Long Lartin.
* To continue to integrate the Families and Significant Others into Safer Custody and expand the involvement of Families in safer custody process where it has been deemed as appropriate.
* To develop the wider stakeholder engagement and involvement in the Families and Significant Others pathway.

**Mental and physical health**

The healthcare provision at HMP Long Lartin is provided by Practice Plus Group.Prisoners can expect to receive comparable levels of primary and secondary support and treatment as they would receive in the community.

Mental Health and substance misuse support is provided Inclusion. The Inclusion Teamwork with prisoners with mental health problems, supporting them towards improved mental health where possible. They also

work with, and support prisoners who are at risk of suicide and self-harm; attending ACCT reviews and helping developing support plans for those at risk.

**Commitment for 2024/25**

* With consent and considering confidentiality issues, we will discuss with a family member diagnosis and treatment plan for a prisoner with a serious medical condition.
* We will consider, in the case of serious ongoing medical treatment whether a family member can attend the external hospital following risk assessment.
* We will continue to inform next of kin in the event of a serious medical emergency and will consider appointing a family liaison officer.
* We will review all patients currently working with the mental health team with a view to involving family members in cases where it would be beneficial to treatment and recovery.
* In the event a prisoner is likely to be admitted to a secure hospital under the mental health act, consideration will be given to informing the Next of Kin.

**Education, Training and Employment**

This pathway is managed by several different agencies and partners working together to offer opportunities for offenders to achieve qualifications and gain real employment skills.

As part of the Prison Education Framework, we have commissioned Milton Keynes College to run Story Book Dads and Story from Dad to help maintain family ties. This is facilitated by Library staff in the library.

The library services are provided by Milton Keynes College and provide books on parenting and other family related subjects.

**Commitment for 2024/25**

* Milton Keynes College to run a Story from dad course. This allows a cohort of prisoners to take up this valuable opportunity by promoting an understanding of the positive effect felt by a child after receiving a story created especially for them from their absent family member.
* Milton Keynes College to run Story Book Dads which allows cohorts of prisoners to send their children a recording of themselves reading a bedtime story. This is facilitated by Library staff in the library however as not an official class it only allows a limited number to attend per course.
* Continue to increase opportunities to gain qualifications.

**Other significant teams within HMP Long Lartin and their commitment to prisoner’s Families and significant others in 2024/25**

**National Probation Service/Offender Management Unit/OMIC**

HMP Long Lartin recognises that Public Protection is one of the core functions of HMPPS and the MOJ. Public Protection is at the forefront of all that we do and is the responsibility of all staff regardless of grade or position.

The OMU/NPS cultivate a collaborative, prison-wide approach to public protection. The IDRMT [Inter Departmental Risk Management Team] looks at individual’s risks monthly, this approach is built on clear communication between all departments of the establishment as well as partner agencies.

This approach enables prisoners’ risk to be identified. Often this risk will be to children or named adults (who may be from the prisoner’s family). Those who pose the most significant risk will be managed through the MAPPA process.

Safeguarding of children is a priority and depending on the level of risk level a prisoner poses to children, will determine the level of contact they can have with children whilst at HMP Long Lartin. The management of these restrictions can involve mail and telephone PIN monitoring and monitoring of contact with children during visits.

**OMiC** brings together the skills of prison and probation staff working together as one team within the prison and are all about making prisons safe, decent, secure and hopeful places which can rehabilitate.

**Key workers** – All residential officers will be assigned key worker duties to support around six prisoners each.

**Prison offender managers** – Prison and probation staff will case manage those prisoners who are assigned to the National Probation Service.

We are all responsible for creating a rehabilitative culture and ensuring our prisons provide the benefits of a safe, decent, secure and hopeful environment for all.

**Commitment for 2024/25**

* To invite input from families, where appropriate, in the sentence planning process. Subject to prisoner’s permission via telephone conferencing.
* Key workers will promote our community to maintain family ties, where appropriate.
* The team will continue to arrange on request, family support for prisoners during parole hearings.

**Safer Custody**

For a variety of reasons, there are periods in a prisoner’s sentence when they can become a heightened risk of suicide and self-harm. Involvement and engagement with the prisoner’s family can be useful in helping to support the prisoner through their crisis period.

The Safer Custody team will, with the prisoner’s consent, invite contribution/attendance from families at ACCT reviews.

The Safer Custody team also manage and monitor the Safeguard hotline. This provides families/friends with the ability to speak to a member of the Safer Custody team or leave a message, about any prisoner they have safeguarding concerns about. Following receipt of this phone call, the safer custody team will provide all necessary support to the prisoner.

**Commitment for 2024/25**

* To include family involvement in the ACCT process, when necessary and with the prisoner’s permission.
* To attend the Reducing Re-Offending Meeting to discuss the Safer Custody role and the support they provide to the prisoners.
* Weekly SIM meetings (Safety Intervention meetings).
* To continue to maintain the At-Risk Hotline.

**Available support/information for Families and professionals working with them:**

* **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](mailto:info@pffs.org.uk)
* **National Information centre on children of offenders** [NICCO](https://www.nicco.org.uk/)

**Useful information and Links**

 