



HM Prison &  
Probation Service



HMP&YOI BRINSFORD

DRIVEN TO RESETTLE YOUNG ADULTS



## Families & Significant Others' Strategy 2024- 2025

For Families, Partners, Staff & Others

<b>Contents:</b>	<b>Page:</b>
Introduction	3
EDI Charter	4
Statement of Purpose	4
Our vision & the Governors' priorities	5
Accountability	6
F&SO's Services	7/8
Our achievements so far	9/10
Where we want to be & further work	11/12
How to make contact	13
Safeguarding	14
Staying in touch with family members	15-18
Public Transport	19
Clothing Policy	20
Visiting Facilities	21/22
Feedback	22
Action plan	23

## Introduction

'In July 2016, the Ministry of Justice (MoJ) commissioned Lord Farmer, in partnership with Clinks, to lead a review which investigated how engagement with families in the adult male prison estate across England and Wales could reduce reoffending and address intergenerational crime. It also looked at what empowered governors could do to help maintain and improve family and other significant relationships.

The term 'family' was taken in the broadest possible sense, in order to ensure that all important social ties (such as close friendships or non-marital relationships) were included in the review. Lord Farmer was also asked to review what works to help those men who do not have any family connections, such as those who were previously in the care system or have lost contact with family because of going to prison or due to the nature of their offences.

The report notes that the importance of contact with families has not yet been prioritised in practice within the prison system. A number of its recommendations aim to ensure that there is a clear responsibility for government and for leaders within the prison service to drive forward family work in prisons'.

You can find a briefing on Lord Farmer's findings and recommendations here:

<https://www.clinks.org/publication/briefing-final-report-farmer-review>

We have therefore produced our strategy which outlines the actions we will take, in partnership with others, to maintain and encourage positive relationships with families and their significant others.

Our strategy is inclusive of all the protected characteristics as described in the Equality Act 2010. It is also dynamic and will be reviewed on a regular basis to meet the ever-changing needs and complexities of our young population and their families.

We hope our strategy provides clarity and direction and we look forward to continuing our work with families and significant others to achieve our shared goal of helping to break the cycle of offending for current and future generations.



Lawson Painting

**Head of Reducing Reoffending  
Families & Significant Other's Lead**

## **Our Equalities, Diversity & Inclusion Charter 2020**

We are committed to an Equalities, Inclusion & Decency Charter that encourages all staff, visitors, and young adults to treat one another with respect and decency. All who work, visit, or live within HMP&YOI Brinsford will be treated fairly, openly and humanely at all times, providing a safe, fair and decent environment for all.

Our commitment to this is outlined in the statements below:

'We will adopt a whole prison approach in creating community cohesion where everyone feels respected and people value equality, diversity & inclusion.

We are committed to creating an environment where people feel safe to speak out against unacceptable behaviours and have the courage to report it.

When we see instances of racism or other forms of discrimination, wherever they may be, we will be tenacious in our resolve. Through professionalism and transparency, we will take necessary steps to challenge such behaviour'.

### **Statement of purpose**

HMP&YOI Brinsford will use its allocated resources to provide a comprehensive range of services in an attempt to realise the vision of Lord Farmer following the review of *'The Importance of Strengthening Family Ties to Prevent Reoffending and Reduce Intergenerational Crime'*.



## Our vision & the Governors' priorities

HMP&YOI Brinsford aims to provide a safe, decent, and secure environment which facilitates the delivery of a regime that supports the resettlement journey and chosen pathways of those in our care. Our Young Adults (YAs) will be encouraged to spend their time well; to focus on progression through their sentence, reducing their risk of harm, reoffending, and fulfilling their potential. Our aim is to equip YAs with the personal, vocational, and academic skills required, to help them secure pro-social outcomes upon release and contribute to their own communities.

We will provide strong leadership, aspiring to be role models for our colleagues, YAs, and all those that visit HMP&YOI Brinsford including families and significant others. Our colleagues will be supported to enable them to be their very best, to work collaboratively with each other and partners, and to support our YAs throughout their resettlement journey.

- **Priority 1 – Activity**

Our intention is to ensure that all YAs are engaged in purposeful activity throughout their time here at HMP&YOI Brinsford. We will support individuals to identify their chosen/preferred pathway which will help them to develop the required skills to successfully secure meaningful employment and opportunities upon release. For those unsentenced, we encourage them to engage in purposeful activity whilst awaiting sentence. We consider family engagement work to be a crucial part of this journey.

- **Priority 2 – Safety**

Creating a safe environment is fundamental to ensuring that young people are able to achieve, grow and remain hopeful, without the fear of threat or harm during their time here at HMP&YOI Brinsford. We have a dedicated Safety Team working in partnership with both internal and external agencies that support everyone working and living in HMP&YOI Brinsford. This also includes outreach work for the families of our young people.

- **Priority 3 – Keywork**

The key worker system is intended to improve safety by engaging with young people, building better relationships between staff and YAs, and helping people settle into life in custody. All YAs will be allocated a key worker whose responsibility it is to engage, motivate, and support YAs throughout their time at HMP&YOI Brinsford. This will include reaching out to families to help support our YAs where necessary.

- **Priority 4 - Decency**

We are committed to creating an environment that respects human dignity and supports our rehabilitation efforts throughout the HMP&YOI Brinsford community. This is a crucial aspect of ensuring the well-being of YAs, staff, families and significant others.

## Who is accountable for the F&SO's Strategy?

At HMP&YOI Brinsford and on behalf of the governor, our Families and Significant Others' (F&SO) Strategy is overseen by the Head of Reducing Re-Offending, who is also our local F&SO lead. This role sits firmly within our Senior Leadership team to ensure that all F&SO related work is considered a priority for the establishment. Their role is to oversee the work of this pathway with an overall focus on the importance of maintaining family ties as part of our resettlement offer. They also liaise with all partners involved in supporting this strategy and holds service providers to account to ensure that our family offer meets the needs of our young population and their families.

At HMP&YOI Brinsford we understand that support and contact doesn't just include immediate family but extends to friends and can include a variety of professionals. In our strategy, when we refer to 'Family', this means a relative or significant other that YAs recognise as someone who provides constructive and supportive relationships.

Our aim is to ensure that our population have at the very least, someone they can go to for support and who will help them to progress in their sentence. We recognise that not every YA has family, but they may have significant others in their life that are part of their support network, who help and may visit them. Throughout this policy, we will refer to such parties as 'family' for ease.

Our policy will also support those YAs that have care experience. At HMP&YOI Brinsford we have a Care Experienced Lead who will have their own priorities to support this population as set out by the Head of Safety. We work alongside them, our teams, and partners to provide support and collaboration for those with care experience.



## Services provided to young people and their Families

Currently within HMP&YOI Brinsford, we have several partners and agencies that support our Families and Significant Others Strategy. Their support ranges from one-to-one interventions, family forums and group work, family engagement and outreach work.

Our partners maintain links with our Offender Management Unit and other functions to ensure any work or contact with families meets all safeguarding requirements.

Our key partner for F&SO is PACT, who hold a 5-year contract to provide services until late 2027. For more information, you can click on the logo below which will direct you to the PACT website, or type in the following web address [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk) into your browser.



### Family Engagement Worker (FEW)

We have a FEW at HMP&YOI Brinsford, and their role is to support YAs with any individual issues they may have regarding contact and communication with their families. They provide one to one emotional and practical parenting support; they support YAs with maintaining family ties and improving communication and positive relationships. They provide Family Mediation and support for contact issues with children. They can advocate on behalf of our YAs and their families and support with signposting to other agencies.

### Adverse Childhood Experiences (ACES)

Within HMP&YOI Brinsford we have further PACT services including work to support those with ACES. These are considered to be “highly stressful, and potentially traumatic, events or situations that occur during childhood and/or adolescence. They can be a single event, or prolonged threats to, and breaches of, the young person's safety, security or trust”. These experiences can have a lasting impact on their mental health, physical health, and overall well-being. Our onsite ACES facilitator will support those with such experiences either through individual or group work.

### Letters for Children

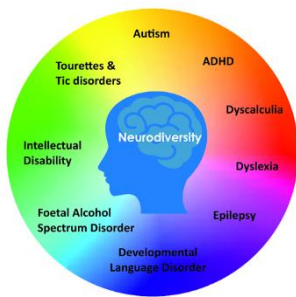
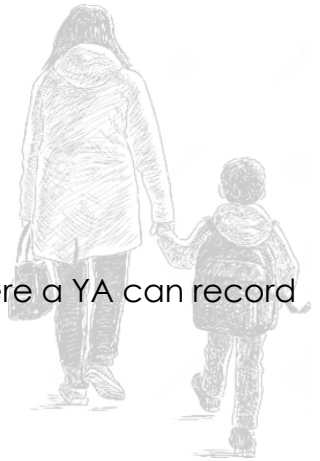
PACT provide letter writing packs from the visits centre to encourage children to write letters for their relatives; these are provided at no costs to families.

## Story Book Dads

Our Library team have a programme called 'Storybook Dads' where a YA can record a story for their children which is then posted to their child.

## Family Reading

We also have something called 'family reading challenge' where we provide duplicate books to both the father and the child. This allows both to read the story then come together to talk about the book either during social or family visits, or during a video call or on the phone. This forms part of our reading strategy to encourage YAs to develop their reading skills.



## Neurodiversity

Neurodiversity (ND) refers to the idea that neurological differences, such as those seen in autism or ADHD, reflect normal variations in brain development, and that these differences are normal and have existed throughout human history. And therefore, should be respected, understood, and supported, rather than viewed as negative. Our intention is to allow for such individuals to thrive within a diverse population and support them to access the same opportunities as everyone else.

Approximately 65% of the young population at HMP&YOI Brinsford have some sort of neurodivergent need. Our ND lead works closely with our Head of Security and Visits staff to break down barriers and to create safe spaces within Visits to support visitors with ND needs. If you have a family member that requires adjustments in order to be able to attend visits, then please let us know. We're able to provide a number of resources to support family members with neurodivergent needs.

Please ask to speak to our Neurodiversity Support Manager or the Supervising Officer in the Visits Hall.

## What have we achieved so far against the Family measures?

These are the areas that we have made progress against our previous Family measure self-assessment conducted in 2022/23. In addition, progress is also recorded against HMIP recommendations, feedback from surveys (families and YAs) and from PACT partners.



### Neurodiversity work

We've worked collaboratively with our Neurodiversity Lead, Head of Security, Visits staff and families to help break down barriers for family members that have neurodivergent needs. We've provided ear defenders, fidget toys, quiet space, made reasonable adjustments to rules to support the needs of individuals and provided literature to families about neurodiversity.

### Family Visits

We facilitate family visits on a bi-monthly basis and always have a theme to celebrate. We have consistently provided a minimum of 20 spaces throughout the past 12 months of which we receive positive feedback 100% of the time from both families and our young people. Comments such as 'it didn't feel like I was in prison' and 'staff are always so friendly and accommodating' are commonplace.

### Family Portal

Our portal is live and accessible for all families and significant others. Here you will find all the information you will need from raising safeguarding concerns to instructions on how to use services such as prison video.

### Complaints and responsivity

Our responses to complaints from family members have been responded to in a timely way and with compassion, consideration and with the intention of resolving the issue as quickly as possible. This has been done in collaboration with other professionals where appropriate to do so.



### Art Murals

We have invested in improving the Visitors' centre by creating an art mural on the outside of the building which is engaging and child friendly. Feedback from children has been positive.



## **Surveys**

Both the prison and our partners PACT have facilitated surveys. The feedback from surveys has been given to the Head of Reducing Reoffending of which changes have been made in response to the feedback where possible. Where it's not possible to make changes immediately, these have been identified as further work within our action plan. A recent example was to reduce the cost of sandwiches for families in response to feedback, and in recognition of the increase in cost of living and wider austerity.

## **Partnership working**

Partners who work within the Reducing Reoffending function and considered experts in the delivery of pathways, have facilitated workshops and forums in the visitors' centre for families. To date we have facilitated and provided information around substance misuse and mental health, neurodiversity, finance, benefit & debt and prison regimes.

## **Care Experience**

We have a good understanding of this particular population. We have worked collaboratively with Personal Advisors from the local authority to support those with care experience and associated complexities. Forums are facilitated by our Safety colleagues and outcomes shared through functional meetings.

## **Protected Characteristics**

Outcomes for all young people are discussed at the monthly Equality, Diversity & Inclusion (EDI) functional meeting. disproportionality and unfair treatment of groups including those with care experience and neurodivergent needs are discussed and action taken where appropriate.



## **Staff awareness**

All new staff are now informed of the importance of maintaining family ties and supporting our young people to do so. This is facilitated within new staff induction and reference made to the principles of the Lord Farmer review and associated recommendations. Discussions are encouraged around how staff can facilitate contact with family members as part of keywork or during routine day to day conversations.

## **HMIP Expectations**

Following our most recent full inspection in June 2023, we were assessed against the healthy prison test of 'Rehabilitation & Release Planning' and awarded a score of 3 out of a possible 4. F&SO is included within this test area. Feedback was positive in relation to the partnership working within the function that contributes to supporting F&SO. Further work was in relation to quantifying outcomes for YAs of which we now have in place and are able to evidence progress as part of the monthly partnership meetings.

## Where we want to be & further work

All actions and intentions to continue to develop our F&SO offer are clearly set out within our action plan. However here is a summary of the things we'd like to work on with extended narrative based on feedback from families, YAs, HMIP and other sources.

### Reception Visits

We'd like to be able to offer you and our young people the opportunity for a visit within seven days of arriving at HMP&YOI Brinsford. We're considering how and when we can do this within the current regime and how we're able to facilitate these. If you have any ideas or thoughts on what would work best for you then please let us know by contacting us via the various contact points within this strategy.

### Increase social visits

Since the restrictions applied across prisons in 2020 to keep people safe, we're yet to increase our capacity back to 40 spaces per visits' session. We're still currently only able to facilitate 25 spaces per session. Feedback from families is that they like the family friendly environment since we removed the old furniture and replaced it with more appealing and comfortable furniture. However, this doesn't allow us to increase places due to the size of the room. We will be conducting surveys with families to establish what it is that you want, as we receive a significant number of complaints around not being able to book visits due to the reduction in spaces available. We welcome your feedback via any of the contact points within this strategy.

### Forums with young people

Although we do create space to allow our young people to express themselves and provide feedback, we're yet to facilitate forums that focus solely on families including visits, outreach, engagement work, contact with children, safeguarding etc. We are required to facilitate forums every 6 months; however, our intention is to facilitate such forums on a quarterly basis as of March 2024.



### Governor Forums

We'd like for you to have the opportunity to have time with our Governor at least annually, and with the Head of Reducing Reoffending at least 6-monthly. This will give you the time and space to be able to feedback directly to those that have influence on outcomes for F&SO's. Look out for notices in the visitors' centre over the coming months for updates.

### **Specialist support forums**

We'd like to be able to work with external partners from the community to be able to facilitate specialist forums that meet the needs of your families' particular circumstances. For example, we were approached by a mother recently that asked whether there was anyone she could talk to who was going through the same experience as herself. If this is something that you think you would benefit from then please let us know. Or if you feel that you could support other family members then we'd like to hear from you.

### **Values & Attitudes**

Our governor's values are clear in that the expectation is that 'everything we do, we do with kindness'. We recognise that there are inconsistencies in behaviours from your feedback, and that further work is required to create more consistency and to uphold the values of the governor. What we have done based on your feedback is created a static visits group which means you're more likely to see the same staff each time you visit. This has allowed for the development of positive relationships. We've already received promising feedback from families since applying these changes. We will continue to challenge behaviours when we see them, and act when made aware of unacceptable behaviours.



## How to contact us

We are aware that you may have queries about visiting HMP&YOI Brinsford and should you do so, you are welcome to contact our PACT visits centre team on:

Phone Number: 01902 533 540

Staff are available to take your call between 2pm and 4pm on:

Monday  
Tuesday  
Thursday  
Saturday  
Sunday



Our Address:

HMP&YOI Brinsford, New Road, Featherstone, Wolverhampton, WV10 7PY

Phone Number (Prison):

01902 533 000

You may also email the team on: [Brinsford@prisonadvice.org.uk](mailto:Brinsford@prisonadvice.org.uk) and they will reply to your email as soon as possible. Please note this inbox is only checked on days the visits centre is open so it can take a day before your email is picked up.

If your query requires them to find out any further information from within the prison, this may take a further day or two to reply but they will keep you informed.

## Family Visits

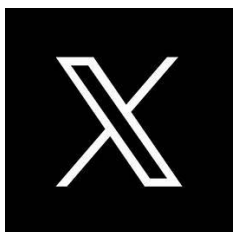
Should you have any queries about Family Visits, please email: [FamilyVisits.Brinsford@justice.gov.uk](mailto:FamilyVisits.Brinsford@justice.gov.uk). Please note this email address is checked during the week but is not monitored regularly throughout the day.

## Booking Line

The Visits Booking Line: 0300 0606502

## Social Media

You can also follow us on X (previously Twitter) [@HMP\\_Brinsford](https://twitter.com/HMP_Brinsford)



## How to make contact if you have a concern about someone at HMP&YOI Brinsford.

We are aware that sometimes you may have a concern about a loved one in our care and you will want to let someone know. Currently there are two ways to raise this by either phoning, or we now have a digital platform you can contact.

Our digital link is available to search, just type in to google: 'worried about a loved one in prison' and the new portal will come up. Alternatively, the link is:

[HMP Brinsford | Prisoners' Families Helpline \(prisonersfamilies.org\)](https://prisonersfamilies.org)



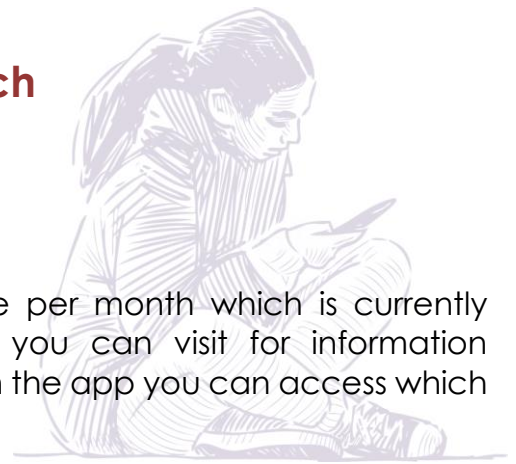
## Emergency Contact

If you have a concern that there is **an imminent risk of danger** to someone you care about, and you wish to speak to a staff member to raise the concern, then you can call our switchboard on **01902 533450** and ask for the Orderly Officer and explain that your concern is an emergency.

The member of staff answering the phone will not be able to discuss the person with you, but they will immediately pass your concern onto a senior member of staff to action.

If you are concerned about the safety or wellbeing of any person in our care at HMP&YOI Brinsford but there is **no immediate threat or danger**, then please contact **01902 533565** or message the prison safer custody team using the web form available on our new digital platform (the team will pick up all contact forms within 72 hours).

## How to stay in touch



### Secure Video Calling

YAs are currently entitled to a free video call once per month which is currently provided by 'Prison Video' who have a website you can visit for information [www.prisonvideo.com/](http://www.prisonvideo.com/) There are video instructions on the app you can access which helps explain how to use the service.

To be set up you must:

- Download the app to your mobile phone or tablet from the app store (they are free to download) – these services are not available using a computer.
- Have appropriate identification which can be a Passport, driving license or another government-issued photo ID available
- The YA's name and their number
- Names and dates of birth and addresses for everyone who would like to be set-up for calls
- When you register for the service, you must take a photograph and we would recommend ensuring you have good lighting for this picture.

Step 1	<b>Download and install the app</b>
Step 2	<b>Create an account in the app and add everyone who will be on the call</b>  To create an account on the app you will need to be over 18 years old and have a picture of your driving license, passport, or other government-issued photo ID.  It can take up to 24 hours for your account to be verified.
Step 3:	<b>Make a video call request</b>  Once verified, set up the call: You must include the names of everyone who will be on the video call.  Finally, add the name of the person you want to want to have the video call with as a 'contact'.
Step 4:	<b>Get set up for the video call</b>  You need a reliable internet connection. Wi-Fi is recommended, but you can also use 3G or 4G mobile data.  You don't need headphones for the video call, but it may help with the sound quality.

Step 5	<p><b>Have the video call</b></p> <p>You should open your app ahead of the scheduled video call time and be ready for the call to start. Call times are fixed and cannot be extended.</p> <p><u>Please remember that calls will be paused if anyone:</u></p> <ul style="list-style-type: none"> <li>• who is not booked on the call appears on the camera</li> <li>• behaves in a way that would not be appropriate for a social prison visit</li> <li>• tries to record the call or take a screenshot</li> </ul>
--------	---

### **Tips for a successful video call**

- You can use portrait or landscape mode for your call and if you switch between the 2 settings the software will not be affected.
- Try to keep your phone or tablet as still as possible. It may be best to rest it against something, try to rest the phone close to you so the facial recognition software can see you.
- Good lighting is helpful for a call.
- You must have the call in a private place rather than a cafe or public space. Make sure the room is well-lit. Un-even lighting, for example sunlight, can disrupt the way the system recognises faces.
- It is best to sit in front of a plain wall. Pictures or patterns in the background may affect the camera being able to stay focused on your face.
- Please try to stay in one room during the call as this could affect the call.
- If the call pauses, please make sure when it comes back that your whole face – and the faces of any additional people – can be seen clearly.



## Other ways to keep in contact:

### Phone calls:

YAs now have access to in-cell telephony 24hrs a day

### Letters:

YAs are entitled to 1 x second class letter per week at the prison's expense. Additional letters may be sent out at YA's expense.

### Email a Prisoner:

where family can email direct, at the cost of £0.40 pence per message. Once the email is received, a member of staff will print it off and hand it to the YA. We offer the option to pay an additional £0.25 pence for the YA to reply back via an email.

You will need to sign up to the service on the website [www.emailaYA.com](http://www.emailaYA.com) and activate your account. Once you are signed up you can buy credit to start using this service.

### Foreign national phone credit and letters:

Foreign national YAs are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters.

### Assisted Prison Visiting Unit (APVU):

Visitors who are in receipt of certain benefits or have a health certificate may be able to claim for help with the cost of visiting. A form is available for you to fill in when you arrive at the visitors' centre and please ask the staff to stamp it for you. Information is available at <https://www.gov.uk/help-with-prison-visits>

You can also contact:

### Help with Prison Visits:

[HelpwithPrisonVisits@justice.gov.uk](mailto:HelpwithPrisonVisits@justice.gov.uk)

Telephone: 0300 063 2100

Monday to Friday, 9am to 5pm

Help with Prison Visits  
PO Box 17594  
Birmingham, B2 2QP

# Social Visits

## To visit a YA in HMP&YOI Brinsford you must:

- Be on that YA's visitors list
- Book your visit at least 2 working days in advance
- Have the required ID with you for your visit.
- Adhere to the dress-code, details of which are below.

At HMP&YOI Brinsford YAs can have up to 5 visitors.

Please contact our visitors centre if you have any questions about visiting.

Visits Booking Line: 0300 0606502

Visits Booking Email: [visitsbooking.westmidlands@noms.gsi.gov.uk](mailto:visitsbooking.westmidlands@noms.gsi.gov.uk)

## When are visits available:

At HMP&YOI Brinsford our visits times are Monday, Tuesday, Thursday, Saturday and Sunday and all sessions are from 2 pm to 4 pm. We suggest that you attend the Visitors Centre 1 hour before social visits starts.

All information regarding social visits can be found on our digital platform or on the GOV Website. [www.gov.uk](http://www.gov.uk)



## How many visits did we facilitate throughout 2023?

From January to December 2023, we facilitated **5,678** visits, which is an average of **473** per month and **23** per session over 5 sessions per week.

## Getting to HMP&YOI Brinsford

HMP&YOI Brinsford has a visitor's car park which includes several places for Blue Badge Holders and Step Free Access to the visitors' centre.



**Car:** From Wolverhampton take the A449 northbound – there is a visitor's car parking facility at the prison.



**Bus:** Take number 70 from Stand AC to Cannock. Depart the bus at Honeysuckle Drive, Featherstone. Then walk along New Road towards the Prison (approx. 25 minutes). The Visitors' Centre is well signposted.



**Train:** The Nearest Railway Station is 6 miles away in Wolverhampton and you can complete the rest of journey by bus or taxi.



**Shuttle Bus:** A low-cost shuttle bus service is available 7 days a week.

To learn more about this regular service, speak to a member of staff or email: [shuttle@restartenterprise.com](mailto:shuttle@restartenterprise.com)

### Local Taxi Companies:



Westerfield Taxis – 01902 305333  
Go Carz – 01902 717273  
Black Cabs – 01902 420420  
Cannock Road Cars – 01902 280487  
Amber Travel – 01902 724040

# Visitors Dress Code

Please note the below applies to visitors aged 10 and over, regardless of gender.

No tops or dresses showing cleavage.



No tops showing midriff when both sitting and standing.



Skirts, dresses and shorts must be knee length.



No play suits.



Please note the below applies to all visitors, regardless of age or gender.

No ripped jeans, ripped shorts, ripped leggings, or ripped trousers.



No outside jackets, body warmers or hooded clothing. All coats, jackets and hooded clothing must be placed in a locker outside the visits room after being searched.



Visitors wearing more than one pair of trousers of any kind will be refused entry.

No sunglasses to be worn.

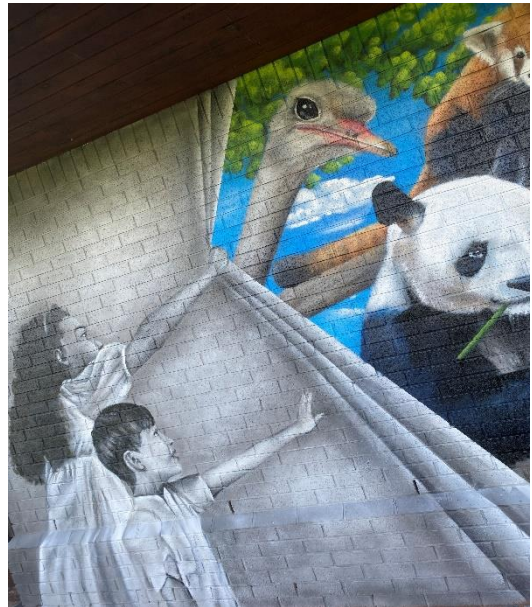


No hats of any description.



## Visiting Facilities

The Visitor's Centre is managed by our partners PACT, with staff on hand during every visit's session.



The Visitors Centre offers the following services:



Booking in of families and significant others

Providing information, advice, and guidance about visits

All first-time visitors are given one to one time in which the staff explain the whole process, put you at ease and talk you through everything you need to know about visits. They can also answer any questions you may have.

Within the Centre we have information on a range of services to support visitors. These include debt advice, children's services, housing, substance misuse, health, and wellbeing. These are signposted through leaflets, literature, posters, IT, Support, and staff distribute up to date prison information as and when required.



We have a dedicated play area for children.

Visitors can purchase refreshments in the Centre and have time to relax before going into the prison.

## Family Visits

HMP&YOI Brinsford holds 6 family visits per year that YAs may apply for. These visits are of a more relaxed nature where YAs and visitors are able to engage in crafts and structured play together. Family Visits are held on the last Wednesday of the month (bi-monthly) from 10am until 3pm in our visits room. These days include lunch provided by HMP&YOI Brinsford and crafts, face painting and a variety of other activities run by HMP&YOI Brinsford and PACT staff.

All of our Family days are themed, for example Easter, Christmas, Valentines Day etc and usually have related gifts for the children to take away with them.



## Those Unable to Receive a Visit

YAs 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 meeting them. This service is offered by the Chaplaincy Department.

## Feedback

We will continue to evaluate the needs of our population and the services we offer for families. We welcome any feedback from visitors about what we're able to improve or if you want to share some of your own positive experiences with us. You are welcome to email [FamilyVisits.Brinsford@justice.gov.uk](mailto:FamilyVisits.Brinsford@justice.gov.uk) with any suggestions, ideas, or experiences.

Our action plan sets out what we would like to achieve in the next 12 months. We have identified those areas that we consider as priority based on feedback from our Community Council, Families, HMIP, Young people themselves and from our previous self-assessment.

We've also taken guidance from the 'Effective Family Practise' document created by Clinks. This will be a live action plan and therefore new actions will be included quarterly and a review of achievements made to date.

Our aim is to focus on areas we're able to realistically achieve in both the shorter and medium term, eventually influencing the longer-term changes and improvements for young people and their families at HMP&YOI Brinsford.

What	Proposed Action	Progress	RAG
Test out booking arrangements quarterly	With support from PACT providers, distribute surveys to family members to receive feedback regarding their booking experiences.		
Keep records of surveys and provide evidence that the information gathered is discussed and contributes to development plans.	<p>With support from PACT, distribute surveys quarterly and summarise feedback and publish.</p> <p>Include actions within the F&amp;SO's action plan and publish outcomes</p> <p>Include annual governor forums for families and 6 monthly forums with the HoRR</p>		
Have evidence that feedback from visitors is examined by senior Family and Significant other leads and Family support service managers at least every 6 months.	<p>Findings from feedback are summarised and given to the HoRR to scrutinise and check that actions have been applied and reflected in the action plan.</p> <p>Publish actions and outcomes (you said, we did) for families</p>		

Evidence of focus group with YAs facilitated by the senior families and significant others lead and family support manager at least every 6 months.	HoRR to facilitate focus groups for YAs with support from PACT providers and F&SOs champions.		
Keep records of outcomes from the focus groups and provide evidence the information gathered is discussed and contributes to development plans.	With support from PACT, distribute minutes of forums and outcomes quarterly, and summarise feedback and publish.  Include actions within the F&SO's action plan and publish outcomes		
Demonstrate wider involvement of families and significant others in the development of our Families & Significant Others provision.	Include F&SOs within ACCT and CSiP reviews to support YAs.  Invite F&SOs to celebratory events  Include F&SOs at post programme reviews to support consolidation work following the completion of TSP or NMS.		
Actively encourage partnership work with community-based organisations to help support the Families & Significant Others provision.	Invite specialist organisations to attend Bi-monthly Family Visits events  Invite specialist organisations to attend the Visitors Centre  Invite prison partners to advise, guide and signpost F&SOs to specialist support services. For example, Substance misuse services, Mental Health		

Ability to demonstrate wider involvement of external partners in the development of our Families & Significant Others provision.	<p>Publish wider involvement using @Brinsford Twitter account and on the social media of partner agencies</p> <p>Publish adverts of partnership involvement within the visitor's centre, hall and throughout the prison</p> <p>Invite potential partners to the monthly partnership meeting</p>		
YAs with protected characteristics have fair and equal access to opportunities to engage with family and significant others, specifically with regards to visits and extended visits.	<p>EDI Lead to monitor fair access and feedback through the monthly EDI meeting</p> <p>Visit's IC Supervising Officer to include Ethnicity status of those engaged in social visits within the monthly RR meeting, as part of the Children and Families pathway</p>		
Provide evidence that information about families is discussed with YAs during key-worker sessions.	Key work sessions to include questions about contact with F&SOs		
The establishment can evidence that this information is discussed and contributes to provision development plans.	Discussions about F&SOs and maintaining ties will be evidenced within case notes on the Digital Prison's System or Nomis		
Keyworkers have training in the importance of maintaining Family and Significant Other relationships.	A briefing on the importance of maintaining family ties will be facilitated as part of the staff induction for all new staff		

Information on Family and Significant Other outcomes gathered during key working sessions is fed back into the establishments Families & Significant Others provision and contributes to developmental plans.	The F&SOs lead, supported by champions will review case notes quarterly to identify outcomes and common themes and include them within the F&SOs action plan		
Where possible and when appropriate, the establishment informs YAs families or significant others of key working procedures and objectives.	Information about key work is published and displayed within the visitors' centre		
Where possible and when appropriate, key workers should be willing to contact YAs' families or significant others to gain information on family circumstances.	With authorisation from the Head of Safety and Head of RR, Key workers will contact F&SOs where deemed appropriate to do so		
The establishment has regular child safeguarding awareness training.	Online Safeguarding training to be facilitated for staff as part of the community study days  Classroom based safeguarding training to be facilitated as part of the community study days		
All staff are aware of the process to raise safeguarding issues.	Guidance will be published and circulated to all staff and partners  Quality assurance checks to be completed quarterly		
Family support workers make meaningful contributions to the processes around planning for a YA's release from a family's perspective.	Family Engagement Worker (FEW) will attend the monthly partnership meeting to discuss YAs		

	<p>who are within their 12-week window for release.</p> <p>FEW to provide written update of contact and engagement with families at the monthly partnership meeting</p>		
The strategy is easily accessible and available in languages and formats that reflect local needs.	<p>F&amp;SOs strategy to be published on the Nicco website</p> <p>F&amp;SOs strategy is published and accessible</p> <p>F&amp;SOs strategy is published in 'easy read' version</p> <p>The strategy is available in other languages</p>		
The strategy is directed at the needs of visitors and YAs.	<p>An easy read and accessible version of the strategy is available</p> <p>Feedback from surveys and consultation is considered and adjustments made to the strategy to meet the needs of visitors and YAs</p>		
The strategy is easy to read and avoids any complex language or acronyms.	<p>An easy read and accessible version of the strategy is available</p> <p>Full descriptions are included, and acronyms only are avoided</p>		

The establishments' key worker activity list encourages and supports family and significant other engagement.	Keyworkers to include F&SO's where appropriate to do so and record contact on DPS		
Increase the number of social visits places from 25 to 30	Review seating arrangements and space available within the visitor's hall		
Provide Reception visits	Explore options to facilitate 1 hour reception visits within 7 days of arrival		

