**HM Prison Wymott**

**Family and Significant Others Strategy**

2023-2024

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**Date: December 2023**

**Governing Governor: Steve Pearson**

**Contents**

HMP Wymott vision and our values 3

Working in partnerships 4

POPs - Our family service provider 5

Our key priorities and aspirations moving forward 6

Prisoner support and keeping in touch 8

Diversity, inclusion and belonging 11

Visits 13

Video call visits 15

Families and Significant Others days 16

Experience of care 17

Useful links and information 18

**Our vision**

**SECURE ͦ SAFE ͦ CHANGE**

We are secure, we keep people safe and we encourage, support and manage change

* We are a community where everyone has the opportunity to grow and reach their potential.
* our values allow us to offer hope, options for change, care, safety, learning and security
* We are ambitious about the quality of our work and our ability to raise standards
* Our excellent staff and partners will always lead the way with improvements
* We recognise and value our people’s work

**Our values matter: The 6 Ps**

* People: We respect different ideas, strengths, interests, and cultural backgrounds to enable us to succeed. We encourage healthy debate and differences of opinion.
* Professionalism: We encourage professional responsibility through integrity and empowerment. We recognise that ‘Professionalism is not the job you do; it’s how you do the job’.
* Passion: We set high standards and are continuously moving forward, innovating, and improving. We build hope.
* Pride: We are honest, open, ethical and just. We learn and we trust.
* Perseverance: We will endeavour to meet high standards of custodial care despite setbacks and challenges. We will learn from our mistakes and continuously improve.
* Performance: Decency and excellence, in all that we do. We build on strengths. We believe in change.

**Working in partnerships**

HMP Wymott aims to encourage prisoners to maintain family ties and to build better relationships with families and significant others to help reduce re-offending and reduce intergenerational offending. Good relationships between family members not only lead to a reduction in reoffending but also to the healthy development of any children in the family unit. This thinking is clearly documented in Lord Farmer’s review on strengthening family ties to reduce re-offending of 2017. At HMP Wymott we work in partnership with other agencies such as POPs (Partners of Prisoners), Novus, Newbridge and Delphi to deliver findings of this review to support prisoners, their children, their families, and significant others and are actively working to improve and develop a family centered focus to the services we provide.

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**Our Family Service provider**

POPS (Partners of Prisoners & Families Support Group), is a user-led organisation, supporting families through their contact with the criminal justice system as a result of a loved one’s conviction. We aim to help individuals overcome stigma, understand their identity, build self-confidence/skills and contribute to a more cohesive society. POPS’ work:

* strengthens and rebuilds family ties
* creates safe spaces for families and under-represented communities to speak out about the issues affecting them
* increases public awareness of the impact of the criminal justice system on family life
* builds strong links with communities
* advocates for changes in public policy and commissioning

POPS provides a range of prison-based and community-focused services, including:

* Court-based family support
* Family Support Services delivered at 13 prisons across the North-West and Yorkshire
* ‘Through the Gate’ support for people in prison and their families across Merseyside and Greater Manchester
* Community-based support for women through the Farida Women’s Centre (Oldham)
* Community-based support for men on probation through the Welfare Programme (Oldham & Manchester)
* Prison and community-based education programmes including POPS’ ‘Fresh Start for Families’ course
* Awareness training for professionals
* Community-based interventions for prisoners from BAME backgrounds
* Advocacy and support for under-represented communities.

POPS are committed to building a continuum of care to support families at every step of their journey through the criminal justice system.

**Our key priorities and aspirations moving forward**

His Majesty’s Inspectorate of Prisons self-assessment report 2022-2023

**Priority 2 – Family engagement and support**

At HMP Wymott we aim to provide a comprehensive service that enables to prisoners to maintain close links with their families and significant others. We also aim to provide support to those prisoners who are socially isolated, and we work in collaboration with the POPS service providers. The services include the following initiatives.

* Family Forums held in partnership with POPS
* A range of Family Days facilitated by partners and stakeholders for a range of prisoner groups.
* Buddy visits for prisoners who do not get family visits, in partnership with Red Rose Recovery
* Parenting classes for our prisoners (and responsibilities for planning and facilitating Family Days)
* Pets as Therapy (PAT) dog courses for prisoners who are identified as socially isolated
* ‘*Send a selfie’* scheme to enable prisoners to reassure their family members when appropriate
* Engagement with community events and activities (e.g., Charity fund raising activities)

Lord Farmer published his report on Prisoners Families in August 2017. In his summary he said…*‘The Ministry of Justice’s own research shows that for a prisoner who receives visits from a family member the odds of reoffending are 39% lower than for those who do not. Yet the clearest finding from my work – and the conclusion of Her Majesty’s Inspectorates of Prison and Probation and others – is that there is an unacceptable inconsistency of respect for the role families can play in boosting rehabilitation and assisting in resettlement across the prison estate.’*

HMP Wymott had made great strides in our response with an excellent relationship with our family service provider and through the recruitment of a dedicated Family Services Development worker. We aim to offer visits when possible, and to communicate openly with families and significant others and to offer assurance. We are aware that the previous efforts to facilitate positive family relationships helped to foster hope, maintain wellbeing, and encourage change. We believe that our family support work is a priority as it underpins other aspects of our support for prisoners.

Our Family Services team will use the opportunity of re-building to explore new options to improve the experience of families visiting Wymott, those supporting their families in prison and those prisoners for whom there are no immediate family supports in place.

**Prisoner support and keeping in touch**

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| Aim | To ensure that every prisoner at HMP Wymott has access to the services they need to in relation to families and significant others.  To ensure all prisoners, whatever their struggles, are given the opportunity to receive support from their loved ones during the ACCT (Assessment, care in custody and teamwork) and moving forward the CSIP (Challenge, support, and intervention plan) processes.  Plans for resettlement are delivered at an early stage to ensure all prisoners receive the support they need for release. | |
| HMP Wymott as an establishment understands and recognises the power and influence that family relationships have in reducing the risks of re-offending. As part of induction the establishment aims to empower men to take advantage of the support and initiatives that are in place to strengthen and build family ties.  A prisoners resettlement journey begins on arrival and continues through their sentence. Regular communication with identified key workers, the Offender Management Unit for sentence planning and an identified Prison Offender Manager all work in collaboration to identify outstanding resettlement needs and to allow them to plan their time at HMP Wymott constructively. | | Background |
| Needs Data | The current population at HMP Wymott is a total of 1180 at time of writing.  We have recently received the feedback from the prisoner and visitor family and significant others survey which was completed in October 2023.  All prisoner’s resettlement needs are discussed prior to the prisoner leaving Wymott. This meeting takes place 12 weeks, 8 weeks and 4 weeks prior to discharge.  The visitors survey identified that Wymott needs to raise the awareness of the family forums.  The Reducing Reoffending Needs analysis reported prisoners were waiting too long for phone numbers to be put on the pin system.  The Reducing Reoffending needs analysis also identifies 13% of respondents having no contact with families. | |
| In collaboration with the Safer Living Team any prisoner currently being supported by the ACCT (Assessment, Care in Custody and Teamwork) process is given the opportunity to receive additional support from their family and significant others.  *If you have a concern that there is an imminent risk of danger to a person in our care and you wish to speak to a member of staff to raise this concern, then you can call the switchboard:*  *01772 442000 or out of hours 01772 442020*  *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 are concerned about the safety or wellbeing of any person in our care at HMP Wymott but there is no immediate threat or danger, then you can leave an answerphone message for the Safer Custody Team on:*  *0800 496 1481*  *This voicemail service is checked numerous times a day.*  Weekly Safety Intervention meetings are held to discuss individual cases of those supported by short term and long-term ACCTs, those subjected to CSIP referrals and those identified as having complex needs, who require unique and tailored intervention.  Family engagement and support is developing well and we have recently held a family forum a Family Forum along with our POPs partners. The Family Forums will continue and usually take place every 2-3 months and POPS have provided the tentative dates for the next 12 monthly period.  The Haven unit consists of a 60-bed residential unit for elderly and disabled prisoners with complex health, social care and emotional needs. All staff who work on that unit are trained in dementia and palliative care awareness. This unit is closely linked to the Cameo Hub (Come Along and meet Each Other) and this provides additional opportunities for prisoners residing on the Haven unit to connect with some prisoners from other areas and be involved with organisations such as The Samaritans, The Shannon Trust and Pride in Prison.  In cell telephony has been installed at HMP Wymott. This provides most prisoners with an in-cell telephone, which works exactly like a prison wing PIN phone, only providing far more privacy and a wider timeframe for usage. This enables prisoners at Wymott to now contact their friends and loved ones between the hours of 07.00 and 21.30hrs. This will give a wider opportunity to make calls before prisoners and their loved ones leave for work and/or during the evening to speak with children before bedtime, or once parents have settled down to relax for the evening. Any additional lockdowns due to concerted indiscipline will no longer cease the opportunity for prisoners to keep in regular touch with families and significant others, as they are able to do this from the comfort of their own cell.  Prisoners and their loved ones can access the emailaprisoner.com service.  A postage paid letter and envelope is afforded to every prisoner each Monday and there is no limit on any prisoner who wishes to send out any additional letters, provided they pay for the postage.  During the initial induction programme prisoners will undertake a walkthrough of what is available to meet their needs. This will be regularly reviewed by the resettlement team. Through the gate meetings are held 12 twelve weeks prior to discharge, 8 weeks prior and 4 weeks prior to discharge. All outstanding resettlement needs are discussed and support put in place as required.  Achieve will be aware of those individuals and will address any outstanding resettlement needs whilst working collaboratively with keyworkers, prison offender managers and community offender managers to prepare them for release.  Keyworkers support prisoners through their sentence. They are the bridge between the prisoner, their Prison Offender Manager and other areas internal and external to the prison. A keyworker provides support and guidance to the prisoner and liaises with the POMs to support them with their sentence plan and rehabilitation. | | How We Deliver |

**Diversity, inclusion and belonging**

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| Aim | To ensure that every prisoner at HMP Wymott has the same opportunities. To ensure that no individual is disadvantaged or excluded whilst working, visiting, or residing at HMP Wymott.  To promote and encourage a culture where diversity, inclusion and belonging thrive. | |
| Diversity is the range of human differences, including but not limited to race, ethnicity, gender, gender identity or expression, sexual orientation, age, social background, physical ability, or attributes, religious or ethical values system, national origin, caring responsibilities, and political beliefs.  Inclusion is the deliberate act of welcoming and celebrating diversity and creating an environment where all different kinds of people can thrive and succeed, regardless of their background or identity, and where barriers to that are addressed. | | Background |
| Needs Data | There are currently 51 Foreign Nationals at HMP Wymott.  There are currently over 376 prisoners residing at HMP Wymott, over the age of 50.  There are currently 10 transgender prisoners residing at HMP Wymott.  There are currently 194 ethnic minority prisoners residing at HMP Wymott.  There are currently 100 prisoners with care experience residing at Wymott | |
| We recognise that in the case of foreign nationals, some of their families may live abroad. This can hinder and restrict regular access to face-to-face visits which could further restrict regular family contact. To accommodate this barrier additional video call visits, in replacement of the domestic visiting orders will be provided and if those individual family members visit the UK, an additional visiting order will be offered. If there is no request for video call visits, then additional phone credit will be afforded in replacement of any visiting order.  The Offender Management Unit have a planned Foreign National surgery. The last one was held on 27th September 2023 with a representative from the UKBA . This will give all the foreign national prisoners the platform to voice their concerns and be heard.  Any prisoner that identifies his family or significant others to not speak any English will be highlighted prior to any visit and we will ensure those individuals are guided through the visits process, prior to and on their arrival, using an interpreter.  Any elderly or disabled visitor is encouraged to highlight their individual needs to the visits booking team and we endeavour to accommodate them in several ways such as, the use of a hearing loop during their visit or the use of the stair lift when entering or leaving the visits hall. Currently the stair lift has been out of use for some time however we have put in place an alternative system which works well and meets the needs of disabled prisoners. Visitors’ co-operation is paramount during this time to enable us to be inclusive of everyone that visits HMP Wymott.  We have a number of transgender individuals. In consultation with the Head of Security and Diversity, Equalities, and Inclusion manager two searching guides are to be created. These are intended to offer guidance to both staff and transgender individuals.  We hold several events throughout the year to provide awareness and inclusion for both staff and prisoners. As an example, this year we have already held Interfaith Awareness and Trans Awareness Weeks. Black history month, Pride in Prisons and Probations events and Gypsy, Roma & Traveller month. A menopause café event was held along with International Women’s Day. MS Teams often organise events such as the Disability Advocacy and Wellbeing Network for staff whilst Diversity and Inclusion training continues. | | How We Deliver |

**Visits**

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| Aim | To give every prisoner at HMP Wymott the opportunity to receive regular visits or, have the opportunity to maintain family and significant others contact via either social visits, video calls and family days. To receive regular feedback through the Family Forums and the Prisoner Council meetings to maintain the services we provide and to act upon any negative feedback as soon as it is received. To ensure our procedures are adapted to give every prisoner the opportunity to maintain family ties and to create new ideas on how to deliver family and significant other days. | |
| Due to logistics and criteria of the prisoners received into our care HMP Wymott is afforded two separate visits halls. One hall consisting of 21 tables and a smaller hall consisting of 16 tables. Sandwiched between the two is the To Go shop canteen that serves hot and cold food Monday to Friday. Legal visits take place in the larger of the halls. We have recently installed 3 private booths in each hall and these are mainly for video visits and can also be used for legal visits. We are able to offer 3 video visits in each hall per day.  Currently at HMP Wymott prisoners are allowed 2 visits per month with an additional privilege visit for those on Enhanced or Community Leader incentive level. They are also allowed 1 video visit per month and priority is given to those whose family do not travel due to distance , health and so on. | | Background |
| Needs Data | **Visitor/Prisoner survey** -Majority of Visitors have stated they would like video visits to continue, but the quality of video and length of sessions could be improved.  20% of visitors reported not being able to book video session when they wanted.  36% of visitors were able to book social visits at a time that suited, however 8 % disagreed.  Visitors and prisoners told us that Visit start times and organisation of visits, require some more attention.  Overall Visitors felt the visits hall/centre and toilets were clean and decent, however the prisoners questioned as part of the Reducing Reoffending Needs analysis pointed out issues with the heating in the visits halls as a concern.  In the prisoner survey, prisoners reported being able to see their visitors on average 2 or 3 time a month. This score was the highest in region. | |
| We have recently received the results of the prisoner and also the visitors survey which were completed in October 2023. We were aware that the visits start times were causing issues and we therefore changed the times in November 2023 and this seems to be alleviating these concerns. We have also improved the seating arrangements and the security checks are now clearer.  In January 2024 we are introducing a goody bag scheme which is something that has been raised through the prisoner consultative meetings.  We have a quiet area afforded to both visits’ halls which, at request, we offer to those who may be delivering or recently been made aware of upsetting news. This area is also afforded to any new father who may be meeting their child for the first time. The Family Development worker can also offer the opportunity to have a photograph taken to be sent later to the family or significant others.  We identify those that do not receive visits and encourage the Newbridge be-friending services along with arranging PAT therapy dog sessions and visits from The Samaritans and Official Prison Visitors. Coffee mornings arranged in conduction with Wymott, and our Family service provider are to be developed for those who do not receive visits.  New Bridge creates links between people in prison and the community.  New Bridge befriends people in prison in England and Wales through a network of volunteers who write to and visit them. They offer support to a prisoner for the life of their sentence and even if they are transferred to another establishment, they maintain the contact and support.  We have a scheduled calendar arrangement for the PAT dogs who visit HMP Wymott. They attend and visit many different areas of the prison, each time providing support to prisoners by helping them to explore different ways of expressing and processing emotions. The dogs also provide a sense of connection to the 'outside world’.  In collaboration with the family service provider, we endeavour to keep visitors up to date with new information relating to visits and issues such as property via the social media platforms. A positive and child friendly environment has been created within our visitor’s centre and a re-decoration of the main gate area provides a more welcoming and friendly environment.  Using the Family Forum platform and results from the visitors survey we will regularly review the amenities and provisions afforded on visits, to ensure we are decent and inclusive of everyone.  Both visits’ halls were re-furnished during 2022 with new tables and chairs. This was to ensure the tables are a correct height for eating a hot meal at, and for those with mobility issues, who had previously struggled with the lower chairs. They are also much easier to clean therefore providing a more hygienic environment.  *You can book your visit by telephone. Booking line: 01772 442234 Monday to Friday, 9.00am to 3.00pm*  *Or online:* [*www.prisonvisits.service.gov.uk*](http://www.prisonvisits.service.gov.uk)  *For visiting times and further information please contact Gov.UK/prison visits website or the Visits booking line.* | | How We Deliver |

**Video call visits**

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| Aim | HMP Wymott will continue to provide the opportunity for prisoners to have video calls with their families and significant others. Our aim is to ensure all those who require this service will be afforded it and we will ask for feedback on the service and how improvements can be made. We aim to ensure we have the most up to date technology to be able to provide connection consistency. | |
| HMP Wymott, we continue to offer video call visits. These are now held in private booths in the visits hall, and we have the capacity for 3 visits each day except Friday and they run at the same time as normal visits. This service is of benefit to those families who may not always be able to visit HMP Wymott, due to ill health or mobility issues, or those who would ordinarily have to travel a long distance to visit. All prisoners can use this technology to keep in contact with families and significant others.  Prisoners can access 1 video call visit per month however we do take into consideration those who do not receive social visits, and these will take priority.  The chaplaincy department also provide a zoom service for prisoners who are unable to attend a loved one’s funeral and this has been used on a number of occasions. | | Background |
| Needs Data | Since the move of video visits from the wings to the visits hall we are not able to offer as many video call visits and we are monitoring this to see if this is impacting negatively on family ties.  20 out of 30 visitors in the survey stated they wanted our video calls to continue, but the quality and length of calls should be improved.  20% of visitors stated they had difficulties when trying to book a video call, and this will be explored through the family forums. | |
| We have recently received 10 new laptops which ensures that our technology is up to date.  Regular monitoring of video call visits to ensure the visit is not interrupted by being offline or buffering.  We will continue to monitor this service and receive feedback via the prisoner rep forums, family forums and the PCC and look at ways to improve the service where necessary.  Continue to use the chaplaincy department technology for prisoners to view and be part of important events such as funerals if they are not deemed suitable to attend in person.  In *order to book a video call visit you will need to download the Prison Video app, create an account, register all visitors and add the prisoner to your contact list.* | | How We Deliver |

**Family and Significant Other Days**

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| Aim | HMP Wymott will aim to provide an enjoyable and wide-ranging schedule of days when families and significant others will be invited to spend quality time with their loved one, with a more relaxed environment. | |
| Pre- COVID pandemic regular Family Days were held at HMP Wymott. These consisted of celebrating success days, whereupon those who have successfully completed courses would have the opportunity to invite their family to an awards ceremony. Other days to involve themselves in group activities or have an extended visit for their family to join them for lunch were also organised. | | Background |
| Needs  Data | The Ministry of Justice’s own research shows that for a prisoner who receives visits from a family member the odds of reoffending are 39% lower than for those who do not. | |
| Full 2023/2024 schedule of family days is in use which provides a full range of Family and Significant others Days are arranged. Within the POPS contract we aim to arrange approximately 12 in a year.  Request regular feedback from surveys, prisoner council meetings and family forums to ensure no one is placed at a disadvantage to anyone else.  Work in collaboration with the Family Service provider to provide a wide-ranging programme of activities on different Family Days.  To be inclusive of all families and significant others, regardless of their employment status or personal responsibilities and provide differing days and times for family days.  To look at inviting the families and significant others of those prisoners due to commence participation in a programme, so they are aware and forewarned of the work involved for the prisoner. To invite those loved ones back, following the completion of the programme, to discuss and share experiences of behaviour changes and attitudes with each other.  To invite external stakeholders to attend the Family Days who can offer support and guidance to the prisoners and their families and significant others. | | How We Deliver |

**Experience of Care**

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| Aim | HMP Wymott is committed to supporting all prisoners in our custody, including those who are identified as Care Experienced People.  HMP Wymott has a duty to – where possible - identify Care Experienced People in our custody and determine which Care Experienced People qualify for additional services and support by way of further education and funding for courses which they may require prior to release from custody. | |
| The Care Leavers’ Association identifies all Care Experienced People as 18 to 25 years in age.  The definition of a Care Experienced Person is as follows:  *“A Care Leaver is defined as a person aged 25 or under, who has been looked after by a Local Authority for at least 13 weeks since the age of 14; and who was looked after by the Local Authority at school-leaving age or after that date.”* | | Background |
| Needs Data | Currently we have 9 men who fit the criteria of under 25 having been in care for 13 weeks or more, which spans their 16th birthday.  100 prisoners in total have registered as being in care at induction but have not continued with any support request.  We have one Staff Care Experienced Champion but no prisoner champions. | |
| As part of the first night and induction process all prisoners arriving at Wymott will be asked to complete the Diversity and Inclusion Questionnaire. As part of this process prisoners can disclose if they are a Care Experienced individual. It should be noted that disclosure is on a voluntary basis and that prisoners may choose not to disclose that they are a Care Experienced individual.  All prisoners also receive a leaflet, during the induction process, which provides information on whether they qualify as a Care Experienced individual, what they may be entitled to, and who they need to contact for further information.  In cases where a prisoner is identified as a Care Experienced individual who qualifies for additional support, the Offender Management Unit (OMU) is notified. If a prisoner is identified as a Care Experienced individual, in collaboration with the safer living department the prisoner’s local authority are contacted for additional information and to offer pre-release support.  A Personal Advisor will be allocated to every Care Experienced individual who will create a Pathway Plan to outline the necessary support for that the Care Experienced Person.  HMP Wymott are in contact with Lancashire County Council to work in conjunction with them regarding any identified Care Experienced persons. A SPOC has been appointed from OMU and the plan is to run focus groups and invite members of Lancashire County Council care experienced support workers to provide support and to advertise for prisoner champions. | | How We Deliver |

**Useful links and information**

**HMP Wymott visits booking line – 01772 442234 Monday to Friday 9am to 3pm**

**HMP Wymott Family Development contact D Goodier and Families and Significant others champion CM Steve Dennis –** [Wymott.families@justice.gov.uk](mailto:Wymott.families@justice.gov.uk)

**HMP Wymott Safeguarding line – 0800 496 1481**

 Emailaprisoner.com **service**

 **www.gov.uk/guidance/wymott-prison**

 **Inside Time –** www.insidetime.org.uk

 **POPs twitter -** [@POPSFamilies](http://www.twitter.com/popsfamilies)

 **POPs Facebook –** HMP Wymott

 **Prisoners’ Families Helpline - 0808 808 2003** info@prisonersfamilieshelpline.org.uk [www.prisonersfamilieshelpline.org.uk](http://www.prisonersfamilieshelpline.org.uk)

 **Prisoners’ Families and Friends Service - 0808 808 3444** info@pffs.org.uk [www.pffs.org.uk](http://www.pffs.org.uk/)