

HMP Ashfield Family and Significant Other Strategy



2024-2025

Should this strategy be needed in any other languages please raise this with the Family lead and we will do our best to accommodate this.



"Following the Lord Farmers review, HMP Ashfield has worked tirelessly to strengthen relationships between prisoners and their families and significant others. This is a priority for Ashfield as our ultimate aim is to reduce prisoners risk of reoffending and therefore, better protecting the public.

I am immensely proud of the team on how they have delivered on this priority to date and through strategic meetings with various stakeholders, they are consistently striving to improve further."

A handwritten signature in black ink, appearing to read 'Jon Bratt'.

Jon Bratt

Contract Director

HMP Ashfield

Introduction

The purpose of the family and significant other (FASO) strategy is to support prisoners to build and maintain strong family ties in order to reduce reoffending and reduce intergenerational offending. This strategy has been developed specifically for our prisoners, their families and significant others to inform them of what we have in place and what our plans are moving forward at HMP Ashfield. We have a senior management Family Lead and a Family Manager who will continue to make families one of HMP Ashfield's operational priorities. Vicky Yendle has joined us as the new senior management lead for 2024.



Vicky Yendle

Senior Management-
Family lead



George Rayment

Custodial Operations
Manager/Family
Manager

Social Visits

At HMP Ashfield we have a carpeted visits hall with comfy seating for families to come and enjoy their visit. For those visiting with children there is a separate family room with toys, games, family games tablets and educational activities. There is a visits hall Café that is reasonably priced so families can enjoy some food together during their visit. Prisoners book all visits through the wing ATM system themselves. During 2023 we finished redecorating our visits areas and we hope it has made it more welcoming to those visiting Ashfield. Throughout 2024 we will continue to maintain a clean, decent environment.

Visiting times are:

Friday 09:00-12:00 and 14:00-17:00

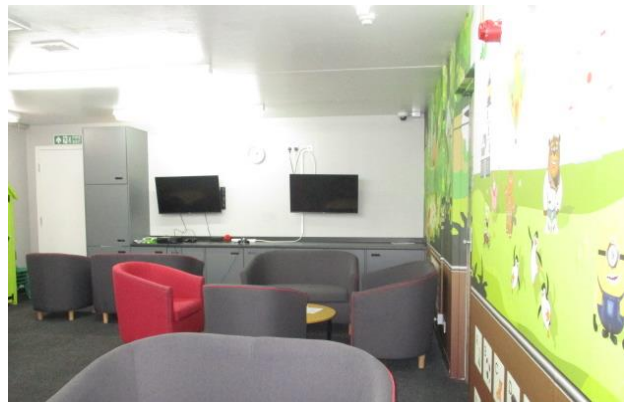
Saturday 14:00-17:00

Sunday 09:00-12:00 and 14:00-17:00



Family Children Visits

Any family visits with children are held in the family room. We have a selection of toys, games, and educational activities to use during the visit and any child leaving the establishment can take a free book home with them from our "Children's book project" shed. Throughout 2023 we made improvements to this room with our unique mural and our electronic games tablets and throughout 2024 we want to continue to improve this by enhancing the selection of toys and games available to families.



Extended visits

Throughout 2023 we held 6 Children family days, this is something we are aiming to maintain throughout 2024 and 2025, at least 2 of these will be sports days in the gym to help promote health and wellbeing. We aim to run these in line with school holidays so there isn't a need to take children out of school. During holiday periods such as Christmas, we run themed family days relating to the holiday with plenty of fun and games for all the family.

During 2023 we held our first Adults only family day which allows our prisoners without children to enjoy some more relaxed quality time with their loved ones with extra activities such as Bingo and a quiz. All our prisoners prizes are to help encourage further family contact such as denominations of phone credit. Throughout 2024 and 2025 we aim to continue with these adults only days and increase the frequency that they are run.

All prisoners are updated with family day information when we have dates via the PIAC reps, the wing ATM machines and the information hubs.



Video Calling – Purple Visits

After the successful introduction of purple visits, it is now possible to have a face-to-face call with your loved one as many families would in the community. "Purple Visits" video calling allows us to offer an interpersonal experience that is safe and convenient for prisoners, visitors, and staff. Throughout 2023 we increased our purple visits provision and went from 3 Laptops to 8 state of the art computers with wide screens and noise cancelling headphones. We have also moved them onto a different network that is more reliable, so our prisoners and video callers get a better experience. Our aim for 2024 is to further explore the expansion of this service by potentially offering more sessions and look at how we can use the service to support prisoners that don't get regular visits. The app is available to download from the app store; just search for "Purple Visits". You will be able to see all available booking slots and there is in-app support where required.



Visits Photos

During a visit, we offer the chance for visitors and prisoners to have a photograph together. For £3.50 we will take a photograph and print 2 copies, one for the prisoner and one for the visitors. This service is limited to one picture per visit.

Celebrate during a visit

Celebrating a special occasion? Prisoners can pre-order cakes from the Ashfield Bakery to enjoy with their family and friends on the visit.

Surveys

Throughout 2023 we held 2 visitors surveys that allowed us to get feedback and make improvements to our visits service along with a comments book that's in the visitor's centre that gets checked weekly. This is a great way to find out what our visitors want and need, it also allows us to make those improvements that we might not realise are needed. One theme throughout the winter survey was that some visitors found the hall could be draughty and cold, so we have ensured the heating is turned up. We are thrilled to have received lots of positive comments and all the positive feedback has been shared with the staff working within the visits area. We have also held feedback sessions with the family manager and SMT family lead to talk directly to families to gain their views and experiences, these are all things that will continue throughout 2024.

Throughout 2023 we held some prisoner's surveys and focus groups and one main theme was the need for cheaper phone rates. I can confirm for 2024 calls have been lowered to: Mobiles 9p/min, weekend mobile 6p/min and landline 4p/min weekday and 4p/min weekend.

CAPO- Children Affected by Parental Offending

CAPO is about providing support to families who have been affected by the criminal justice system and those in particular with children that have parents in prison. We have 5 CAPO champions based at the prison who can provide support by offering; a listening ear, advice and guidance, tools to help support children and they can signpost to other services should they be required. Our champions will provide support to a whole network of champions based in the community that may work with families that have been affected by the criminal justice system

in settings such as schools, children's centres, and hospitals. Families can ask for a champion to call them by filling in a quick, easy form in the visits centre or ask a member of staff if they can organise a talk with a champion. If families don't feel comfortable doing this face to face, or it isn't convenient, then they can self-refer by contacting the switchboard to arrange a call back. Throughout 2024 we hope to raise further awareness of CAPO, become a training site for future champions and hope to help support families in the community.

Written communication

At HMP Ashfield we offer the Email a Prisoner Service whereby family and friends can email a prisoner; the prisoner will then receive this on one of the wing ATMs. Providing a reply has been purchased by the sender then the prisoner can send a response. This service costs less than a first-class stamp and is guaranteed to arrive.

All prisoners can have two 2nd class stamped envelopes a week should they wish to write or reply to family and friends. They can access these by ordering them on the ATM with their weekly breakfast packs.

Please when writing in include the prisoners Full Name and Prison Number to ensure it gets to the right prisoner.

Family through Keywork

Each prisoner has a designated keyworker that can provide consistent, continuous support throughout their sentence. Part of this involves ensuring prisoners have external support from either family or a significant other. They check to make sure contact is being maintained and can offer support and advice where needed.

Keywork sessions are monitored to see if any themes within family dynamics are picked up as we want to be able to offer our prisoners exactly what they need in order to maintain family ties. The Keywork team feed these themes back within the bi-monthly FASO meeting which enables us to put actions in place to address these issues.

Keyworkers are also asked to contribute towards handovers to probation staff in preparation for a prisoner's release. The family dynamic, positive and negative relationships will be considered during these handovers to ensure the correct support for our prisoners and their families can be put into place.

FACT (Family At the Centre of Throughcare)

Prisoners at Ashfield are offered FACT upon initial induction, or they can sign up through their Keyworker. Prisoners agree for regular updates to be sent to families or significant others on how the prisoner is doing. We then hold FACT days where the family or significant other can attend a visit with the prisoner, they get to sample some of the prison food (the same meal that will be served on the wings) and they can have a chat to various departments from around the prison. The prisoners Keyworker and prison offender manager will also be asked to attend if on shift. FACT is widely advertised and promoted throughout the establishment and keyworkers encourage signup during the initial keywork session. Throughout 2023 we held 9 FACT days with 46 different families attending, during 2024 we will continue to offer this service whereby we hope to maintain strong numbers and engage new prisoners to sign up.

Phones

All prisoners have a phone in their cell which allows for convenient phone contact with family and friends. Prisoners can top up their phone credit directly from their cell or on the wing kiosk. We analyse the phone usage to see which prisoners don't get external contact and working alongside safer custody and keywork we ensure prisoners are offered alternate methods of support.

Throughout 2024 we will continue to do this, and our safer custody team are working on a tool that will highlight changes to a prisoner's contact pattern so we can check in and make sure there aren't any issues.

During 2024 we are also looking to increase our methods of contacting a prisoner such as the prison voicemail service. We will hopefully have further information on the availability of this soon.

Early Days in Custody (EDC)

When prisoners arrive at HMP Ashfield they are offered a phone call and are shown how to put their phone numbers onto the pin-phone system via the ATM, which they can then self-manage. We aim to approve at least 1 number before their first night in custody so they can phone home from their in-cell phone. A member of the EDC staff will also complete an initial key work session with them the following day to see how they're settling in. FACT is offered and prisoners are encouraged to sign up. During the EDC process, next of kin details are updated, it is established whether the prisoner has family or significant other support and whether the

prisoner is a care leaver. We aim to use this information to share with relevant departments to assist with their transition into HMP Ashfield. If we identify that a prisoner doesn't have family or significant other support, then we will sign post them to the Newbridge Foundation and other relevant services to help with this.

We work with the induction orderly and keep them up to date to ensure that during induction, prisoners have access to FASO information and leaflets from services such as email a prisoner, purple visits etc.

Care Leavers

Care leavers are identified upon arrival to HMP Ashfield and it is flagged to Keyworkers and offender managers. This is so they can be sensitive to the care leavers needs as unresolved issues from time spent in care can resurface when in custody. Offender Managers will also use this information to pass onto community offender managers so the prisoner's needs can be taken into consideration upon release.

Should a care leaver require further additional support, then the prison offender manager will allocate them with an advisor.

Safeguarding

HMP Ashfield have multiple local operating procedures aimed at ensuring the safety of prisoners including "Safeguarding", "Management of Prisoners at Risk of Harm to Self, Others, and from Others", "CSIP", "Violence Reduction" and "Debt". These procedures align with Ashfield's vision of delivering a secure, safe and decent rehabilitative environment.

The Safety function plays a pivotal role in achieving this vision by ensuring that prisoners feel safe within custody. With prisoners who have been identified as at risk of self-harm or harm to others, their family will be (with consent of the prisoner) involved in the multi-disciplinary management of their behaviour via case management. The Safety team also involve families (where appropriate) in the creation of Individual Care Plans for those prisoners with additional needs in order to support staff in dealing with the individual in a way that is receptive and helpful. We are able to gain insight from families on how their loved ones communicate, the things they find difficult and signs to look for when distressed.

Prisoners and their family members have access to a voice mailbox and electronic contact form

(www.prisonersfamilies.org/hmp-ashfield) in order to raise a concern with the Safety team which will be responded to within 72hrs. We also provide information to the keywork team to share with families via the FACT process.

Family Learning

The Interventions Team at HMP Ashfield deliver Horizon ,Kaizen and Healthy Sex Programme (HSP) which are all accredited interventions. These programmes teach individuals a range of different skills which are important in terms of improving interpersonal relationships with family and significant others. Skills taught in these programmes include problem solving, emotional management and resolving conflict. Horizon and Kaizen are strength-based programmes which support motivation to resist from offending and to assist individuals in building constructive and protective relationships with family and friends. HSP is a Cognitive behavioural therapy (CBT) based training whereby prisoners learn how to modify their behaviour.

Families are invited in person to take part in post programme reviews to give their input and to be involved with any feedback. We set up a virtual way for families to attend these reviews as we understand it isn't always convenient to attend in person.

We have a dedicated training package for HMP Ashfield staff to help them understand the needs of a prisoner's family. During 2024 we aim to continue to deliver this training to staff which will help create a "think family" culture at Ashfield.

The Children's Book Project "Share a Story"

Serco have established a link with the Children's Book Project charity. At HMP Ashfield we run a programme called share a story which currently includes:

- Book gifting days where prisoners can send children's books home to their children for free. They can write nice letters to go inside the book and we provide bookmarks and stickers to go with them.
- We have a green Children's Book Project hut in our family visits room, stocked with books so when children come to visit, they can sit and read with Dad and they can take a book home with them for free.
- For 2024 we are working on a shared reading project where the children will get the

same book as dad and they can read the book together over a period of time. When finished they will then be able to request another book to share together.

Should you need books in different languages please highlight this to staff and we will do our best to source these.



NAOPV (National Association of Prison Visitors)

Unfortunately, not all prisoners are lucky enough to have family and friends that can visit. If this is the case, they can apply for a prison visitor. Prisoners are matched to a suitable visitor and their visitor will come and visit them and help provide an avenue of support. More information can be found at www.naopv.com.

Newbridge Foundation

Prisoners can apply to the Newbridge Foundation through our chaplaincy department whereby they can receive a quarterly prison visit. Newbridge also offer a pen pal service. For more information check out <https://www.newbridgefoundation.org.uk>.

Prison Fellowship

Our chaplaincy department work with the prison fellowship to offer a pen pal service. The prison fellowship also operates a service called Angel Tree. Angel Tree helps prisoners give Christmas gifts to their children. Should prisoners wish to apply for either of these services then they can speak to a member of our chaplaincy department.

Story Book Dads

Eligible prisoners can record a story to send home to their children. They can apply for this service through chaplaincy who try and accommodate this multiple times a year depending on the number of requests.

Locating of Family

We aim to re-initiate contact when it has been lost. We work with the 'find a prisoner' service to reinstate wanted contact, members of public can apply to www.gov.uk/find-prisoner to locate a prisoner. The Salvation Army can also provide assistance if a prisoner wants to track down a family member, they can apply for this through chaplaincy.

HWPV (Help With Prison Visits)

We promote the HWPV scheme run by the government as we understand everyone has different financial circumstances. If you are claiming certain benefits or have a health certificate you may be able to get help with travel to the prison, overnight accommodation, and meals. Please visit <https://www.gov.uk/help-with-prison-visits> for more information on how to claim and to see if you are eligible.

Bereavement

Our chaplaincy department offer the course "Living with Loss" For our prisoners. This is a course aimed to help those that have suffered a bereavement, or any other form of loss in their lives.

Continual improvement plan

To make families and significant others an operational priority, we have a bi-monthly family and significant other (FASO) meeting, which is a multi-disciplinary meeting to discuss and review the development of the FASO service. All departments feed into this and we use the information they provide such as any re-occurring themes to inform the direction of the strategy.

We now have an information hub on each wing which gives all prisoners access to information surrounding our FASO services. If prisoners wish to see any improvements, then they get the chance to put suggestions forward during PIAC meetings, surveys and focus groups. We discuss these ideas at the FASO meeting.

We aim to publish an end of year report to highlight what we have achieved throughout the last year (see annex 1 for 2023), we will publish this along with our new strategy for the following year.

Throughout 2024, we hope to maintain our level of family support, continue to improve our services and keep families as an operational priority. We appreciate any feedback we get from visitors and prisoners to allow the development of our services.

Getting here

By Car- From the M4, take Junction 18 to M32 and stay in the left lane, exit M32 Junction 1 and keep left onto the A4174 ring road. Follow the A4174 straight across 4 roundabouts until you come to a roundabout which signposts B4465, take this exit and follow Shortwood Road into Pucklechurch, turn right at the first mini roundabout and right into the prison at the second roundabout.

By Train- The nearest train station is Bristol Parkway, unfortunately there are no direct Bus routes from here however taxis are available.

By Bus-Bristol city centre- Yate the number 47, Old Sodbury-Yate-Bath Number 620, Emerson Green-Yate 525. We would recommend checking the bus timetable before you leave home as times are subject to change.

Glossary

ATM/Wing Kiosk- A computer on the wing where prisoners can book visits, see announcements, order canteen, book different sessions, complete survey, send messages to staff etc.

PIAC- Prisoner Information Activities Committee, each wing has a representative voted for by the prisoners. They attend the committee meetings to make requests and get the latest information for the prisoners on their wings.

Induction Orderly- Our induction orderly is an experienced prisoner that runs an induction programme with our new prisoners to give them all the information they may need about HMP Ashfield. The induction orderly also helps the new prisoners settle into the prison and make sure they have everything they need upon arrival to our early days centre.

CSIP- Challenge support intervention plan, CSIP is a way of supporting prisoners. Prisoners are assigned a case manager and an action plan is formulated along with the prisoner to support the prisoner.

Annex 1: Family and Significant Other (FASO) Strategy Report 2023

During 2023 we have seen the Family and significant other strategy continue with its momentum with the service we offer to our prisoners and their families, and with its growth and improvement. We were rated the top prison in our cohort against HMPPS's FASO measure and we are considered to be fully meeting their expectations. This has been achieved by making families an operational priority, having a prison wide approach to the strategy and all departments contributing and "thinking family".

We have held 7 Family days throughout 2023 with 2 of these days being a sports day held in the gym. We have received great feedback from the families and have received some thank you letters in support of how good the days are. We held our first adults only family day which was also a huge success and has left prisoners asking when our next one will be. We would like to thank the Quakers chaplaincy group who raised £740 for our Christmas family day, which allowed us to buy gifts for the children from their dads and with any left-over money we bought a selection of new games for the family room for all families to enjoy when visiting. All Family days are advertised on the prisoner ATM and any children's family days are held during school holidays when the children aren't in school.

Throughout 2023 there have been 9 FACT days with a total of 46 different families attending these days, during the day they have visited their loved one, sampled prison food, met the prisoner's keyworker and offender manager, and have had chance to speak to various departments from around the prison. The families then continue to receive monthly updates from the Keywork hub about how their loved one is getting on in prison. We currently have 59 families signed up to FACT receiving these updates.

In mid-2023 we finished our refurbishment of the visit's areas. The visitor centre was given a new lease of life with fresh paint, and the removal of the dark wooden ceiling making it a more welcoming environment for families to come to, the visits hall was painted and freshened up, and we have completed the custom family room mural. To improve family photographs in the visits hall we have also added a backdrop to one wall which families can stand against.

Whilst we continue to have a book hut in the family room which children can choose books from to take home with them for free every visit, we have established a new programme with the Children's book project called "Share a story", this is a way for us to set up regular book gifting days where prisoners can send books home to their children. Whilst we have done other book gifting days, we held our first official share a story day in December gifting 81 books to prisoner's children. We will continue with this programme throughout 2024.

As HMP Ashfield is a treatment prison, prisoners engage with interventions programmes to reduce re-offending and help with their rehabilitation. Following the completion of a programme, prisoner's families are invited in for a completion ceremony and a post programme review. We have recognised

that it isn't always accessible for families to attend these reviews on site therefore to encourage engagement we have made a post programme review suite that utilises Microsoft teams so families can attend virtually. This year we had our first international review whereby someone attended virtually from south Africa. We have received good feedback from families attending the graduation ceremonies as it gives them chance to celebrate their loved one's success with them.

During 2023 we have continued to support CAPO (children affected by parental offending). Champions at Ashfield have attended CAPO training events and Champions meetings and they continue to offer support to any community champions or any support that is required by our prisoner's families. We have plans for 2024 to be able to help develop this service further with the local councils.

Throughout 2023 we have held multiple forums for prisoners and family members to get their voice, views and opinions of Ashfield heard. We have completed surveys to see how we can improve the services we offer and for most visitors they have said how welcoming and friendly they find the staff at Ashfield, in the most recent Survey 100% felt they could speak to staff should they have a problem. During our prisoner survey the most common request was to review the phone rates, whilst we appreciate this is an area of concern there isn't currently anything we can do. We feed back any results from prisoner surveys to them via the ATM system. Any actions from surveys are reviewed in the Bi-Monthly FASO meeting so we can inform our strategy moving forward.

In 2023 we have expanded our purple visits terminal capacity from 3 to 6 terminals, shortly moving to 8 (initially we kept 2 spare terminals in case of any teething issues). This has allowed more people to book onto the more popular visiting times. We have plans for 2024 to further improve this service (this will be detailed in the 2024 strategy). In conjunction with purple visits, we have also added games tablets to our family room, they are secure tablets with games for all ages that can be wiped down after use and we don't have to worry about losing the game pieces (of course we still have traditional board games as well).

During 2023 the safer custody team have involved families when creating individual care plans for vulnerable prisoners, out of the 17 care plans we currently have there are 10 that have consented to family involvement. This is extremely helpful as nobody is going to know a prisoner like their own family, this is also helpful to families as it reassures them that the prisoner's individual needs are being met, this is something that will continue throughout 2024.

Overall, throughout 2023, we have managed to embed our family services within the operations at HMP Ashfield. We have made families an operational priority and have developed a good rapport with them. We are looking to continually improve the services we offer to our prisoners and their families, and we hope 2024 will be another successful year in developing further improvements to the services we offer.

George Rayment- Custodial Operations Manager 02.01.2024

Concerned about a prisoner?



Are you concerned about the welfare of a prisoner at HMP Ashfield?

Call this 24-hour number:

0117 303 8000

Visit:

www.prisonersfamilies.org/hmp-ashfield

Or for our safety team:

0808 808 2003

Your concerns will be reported to a duty manager who will aim to provide you with an update around your concern.