

**HMP Exeter**

**Families and Significant Others Strategy**

**2023-2024**



Date of Issue: November 2023

Review Date: March 2024

Governor Signed: **Ian Walters**

Families and Significant Other Lead: **Kevin Bird**

Family and Significant Other Champion**: Emma-Louise Hale**

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**Version Control**

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| --- | --- | --- | --- |
| **Version** | **Date** | **Amendment** | **Made By** |
| V2.0 | 08/12/15 | SW Strategy | Guy Blackstone |
| V2.1 | 01/05/19 | Review and amendments | B Dorward |
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| D2 | 29/05/21 | Proofread | B Dorward |
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| V3.0 | 13/08/21 | Final draft, approval by SMT and publication along with strategy on a page | J Harding, B Dorward & R Luscombe |
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| V5.0 | 17/01/2023 | Review and amendments | J. Mantell |
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| V6.0 | 09/02/2023 | Signed for publication | K Bird |
| V7 | 1/11/2023 | Review and amendments | M Plummer |
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**Introduction**

At HMP Exeter we all have a responsibility to help maintain all positive relationships.

Supporting a person in our care to develop meaningful and constructive relationships with their family or significant others is vitally important, especially considering the distance some families may have to travel to visit their loved ones.

For the purpose of this document, *Family* is defined as either a relative or significant people that a person in our care identifies as providing a constructive and supportive relationship.

At HMP Exeter we want to make visits less daunting, more child friendly and stimulating for all that attend whilst adhering to all security procedures.

HMP Exeter is committed to developing new ideas and supporting those who do not have visits to help build or repair relationships or to gain support during and after release.

To ensure the Family Strategy is being adhered to within all areas of HMP Exeter, Kevin Bird (Head of Reducing Re-Offending) will meet monthly with our FaSO Champion, Emma-Louise Hale.

**History**

HMP Exeter is a male Local prison in the City of Exeter and county of Devon. It is operated by Her Majesty’s Prison Service. The current Exeter prison was built in 1853.

**Getting to HMP Exeter**

By Car- Enter postcode EX4 4EX into a sat nav to find the establishment. There is no Parking at HMP Exeter however there is parking at Howell Road Carpark, EX4 4EX

The closest railway stations are Exeter Central (300 metres from the prison) and Exeter St Davids (2 kilometres from the prison). Buses run from Exeter St Davids into the city centre.



**Contact Us**

*Address:*

30 New North Road, Exeter, Devon EX4 4EX

*General Phone Number:*

Telephone: 01392 415 650

*Visits Booking Line:*

01392 415 833

*Email:*

[exeter.familycontact@justice.gov.uk](mailto:exeter.familycontact@justice.gov.uk)

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**Did you know we have a Twitter account??**

**Feel free to follow us on @HMP\_Exeter**

Emergency Safeguarding Hotline

**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:**

**01392 415650**

**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.**

**Alternatively, you can use the link below, which will direct you to our Safety Custody Contact form.**

[HMP Exeter | Prisoners' Families Helpline (prisonersfamilies.org)](https://www.prisonersfamilies.org/hmp-exeter?_gl=1*12h0zei*_ga*MTk2ODYzMTM0Ny4xNzAwMDYwMzA2*_ga_S4584Y94FY*MTcwMDA2MDMwOS4xLjAuMTcwMDA2MDMxOC41MS4wLjA.)

**If you are concerned about the safety or wellbeing of any person in our care at HMP Exeter but there is no immediate threat or danger, then you can leave an answerphone message for the Safer Custody Team on:**

**01392 415972**

**This voicemail service is checked numerous times a day.**

**Your Visit**

To visit someone in HMP Exeter:

* You must be on the person’s visitor list.
* Photographic ID is required.
* The lead visitor must 18 or over

Please contact the HMP Exeter PACT team if you have any questions about visit (Contact details are in the PACT section of this document, Page 9)

Help with the cost of your visit.

If you receive certain benefits, you might be able to get help with the cost of your visit (Up to 2 claims a month). A form is available for you to fill in when you arrive at the visitors’ center. When you enter the visit hall, ask the staff to stamp the form for you. For more information visit [www.gov.uk/helpwithprisonvisits](http://www.gov.uk/helpwithprisonvisits)

How to book a visit

HMP Exeter is running it’s normal visits schedule, however this is subject to change if COVID impacts the establishment and strict guidelines must be followed at all times.

You can book your visit by [book your visit online](https://www.gov.uk/prison-visits), by email: [socialvisits.exeter@justice.gov.uk](mailto:socialvisits.exeter@justice.gov.uk) or by telephone using the number below.

Booking line: 01392 415 833

The booking line is open Monday to Friday (excl bank holidays): 9am to 12pm and 1:30pm to 4:30pm

Visiting Times

* Monday: no visits
* Tuesday: 2pm to 4pm
* Wednesday: no visits
* Thursday: 2pm to 4pm
* Friday: 2pm to 4pm
* Saturday: 2pm to 4pm
* Sunday: 2pm to 4pm

**Prison Advice and Care Trust**

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

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

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

**Family Support from the Visitor Centre**

* We provide an information, guidance, and a sign-posting service for issues including housing, finance, alcohol and substance misuse.
* We provide emotional and practical advice and support about prison procedures including support for 1st time visitors.
* We provide someone to talk to in confidence if support is needed.
* Our facilities provide access to all areas to assist visitors e.g. baby changing facilities, full disabled access & toilets and an area for children with a selection of toys and books.
* Supporting children who are visiting, linking in with their schools, providing resources.
* We offer all visitors the chance to give feedback to help improve the visiting experience.

**Play within the Visits Hall**

* ​Pact will provide play a range of age-appropriate activities for children visiting.
* Tabletop activities will be provided to encourage participation between children and dad/family member.

**Family engagement work**

* We will work with the people in our care and help them with any family related issue. This may include providing information and advice to their loved one in the community, support to maintain contact and be a parent in prison.
* Strengthening and maintaining relationships and re-connecting broken relationships.
* Liaising with social services and acting as a point of contact to support engagement with their social worker
* Support for those who do not have visits

**Prison video support**

* Support for families who do not know how to access the system, providing information and advice
* Resources for families to access prison video but also resources to facilitate conversation, prompts, games, activities.
* Pre and post support for men/families

**Parenting/Relationship courses**

* Pact will be offering a range parenting and relationships courses which will be delivered 121 or small groups.

**A Pact staffed visitor’s Centre**

* Provides specialist trained staff, voluntary workers and resources to ensure that the visitors’ centre offers families, friends and official visitors a warm welcome, and the support needed to ensure that their visit is as positive an experience as it can possibly be.

**Family support**

* Our staff are on hand to offer emotional support to all visitors, as well as practical information about issues including travel and transport, explaining prison procedures in advance of entering the prison to go through to the visits hall. We provide additional support and reassurance to First Time Visitors, who are likely to be very anxious, including an especially warm welcome, information packs, and personalised support. We can also accompany particularly nervous visitors through the security checks on their first visit.

**Play**

* Provide highly qualified staff who can organise and manage child-centered visits. These can include family days, homework clubs, and toddler and baby groups in which the child is able to leave the visits table and engage in a range of activities provided by the Pact Play Worker. We are also able to provide ‘at table’ boxes and activities to help parents to play with and interact with their child(ren). We can also advise and lead on activities for older children visiting prison.

**Family Engagement Casework**

* Offer support on strengthening and maintaining relationships and re-connecting broken relationships. Liaising with social services and acting as a point of contact for child protection and child welfare issues.

**Family days**

* **​**12 family days a year, a mix of family and children, adult only and meeting the needs of the population.

For much more information on PACT visit [Prison Advice and Care Trust](https://www.prisonadvice.org.uk/)

Phone Number From PACT here.

If there is no answer, feel free to leave a non-urgent voicemail. This voicemail service is not checked daily.

Or you can email on [exeter@prisonadvice.org.uk](mailto:exeter@prisonadvice.org.uk)



**PACT Services**

When you arrive at the visitor centre, the staff will guide you through the booking in procedure and will best answer any questions you may have.

exeter@prisonadvice.org.uk

Family visits take throughout the year. We offer **Child Centred Visits (CCVs)** and **Celebrating Success Days (CSD)**. The dates for these visits are displayed in the visits centre, visits hall and on the wings. All applications to attend these visits must be made by the prisoner. All applications for these visits are subject to security and OMU approval.

##### Child Centred Visits

These are designed to help enhance positive interaction between fathers and their child/children. The entire visit is designed with the child/children in mind. Fun-filled activities are available for children of all ages. The PACT team are there to support fathers with their families during these visits.

##### Celebrating Success Days

These are designed to celebrate any success that a person in our care achieves whilst with us at HMP Exeter. This is an opportunity for them to have their friends, families and significant other attend the visits hall to watch them be awarded their success by a Governor.

**Staying In Touch**



* *Secure Video Calling:* Prisoners are currently entitled to 2 free video calls a month. These can be requested via the ‘Prison Video’ App (which is free to download). Visitors have to download the App and follow the instructions in order to register.
* *Phone calls:* Prisoners have in cell telephones which enable you to maintain better contact with your loved one. Please be advised that an automated message will play when you pick up the phone at your end to advise you that you are receiving a call from a prison.
* *Letters:* Prisoners are entitled to 1 second class letter per week at the expense of the prison. Additional letters may be sent out at the prisoners’ expense.
* *Email*: Family and significant others can email prisoners at the cost of only a 2nd class stamp at [www.emailaprisoner.com](http://www.emailaprisoner.com) Once the email is received a member of staff will print it off and will hand it to the prisoner. You can also pay the cost for the prisoner to send a letter back via email.
* *Prison Visitors:* People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support. This service is offered by the Chaplaincy department.
* *Storybook Dads:* Prisoners can create a recording of their voice for children, and this will be made into a visual storybook DVD for children to keep and watch as a story.
* *VO’s to phone credit:* Prisoners who do not use their visiting orders can choose to convert them into extra pin phone credit to contact their loved ones.
* *New Dads:* Prisoners who receive a visit from their newborn child will be offered the opportunity to have their picture taken with the child during the visit. This service will be provided by the Prison.
* *Care Leavers:* Following the Children & Social Work Act 2017 (C&SWA 2017)[[1]](#footnote-1)[1], all young adults defined as Care Leavers can access a PA up until the age of 25. Support can consist of:

* Relationships & Keeping Safe
* Accommodation
* Leisure and Participation
* Money, Health and wellbeing
* Education, Employment and Training

**Care Leavers**

##### ‘Those with experience of the care system are more likely to have experienced significant trauma and abuse and other disadvantage that can put them more at risk of violence, self-harm and suicide when in prison. Many also have experiences of being failed by their corporate parents and can come to prison feeling extremely isolated and angry.’

Care leavers are entitled to support up until they are 25 years old. This information is not widely available and linking in with local authorities is vital in supporting care leavers in our care. It is HMP Exeter’s intention to link in with local Council’s to build better relationships and to hopefully hold information sessions in the establishment for care leavers and what support is available to them.

We will take guidance from the HMPPS Strategy for Care Experienced People, learning from best practice and lived experiences within the document. The document highlights the importance of linking in with local authorities to enable as much information as possible given to those within our care.

We will continue to identify those who identify as care leavers during the first night process and as part of the basic custody screening interview. If care leavers are identified, then our family services provision explore this on the induction meeting to offer further support and guidance. We will also ensure that personal advisors are linked in with the establishment to ensure social visits are attended where possible to help build relationships.



**Safeguarding Measures**

At HMP Exeter, we have a safeguarding policy that ensures safeguarding measures are in place for people in our care, vulnerable adults and children. The strategy is put together by recent trends and monitoring by our Safer Custody and Security departments. There is a Safety Group Assurance Report that is sent to the Governor every month which allows a quick turnaround in spotting any trends and patterns.

All adults in need of safeguarding have the right to live their lives free from abuse of any description. All agencies and individuals that have contact with adults in need of safeguarding have a duty to protect them from abuse. Where abuse is reported to or suspected by any person the response will be prompt and in line with prison service policies.

Families, Carers and Significant Others (care professionals etc.) will also be able to be actively involved in ensuring an appropriate level of care is provided. Further to this, Safeguarding reports are available in social and legal visits to ensure visitors are also able to raise concerns in a secure and confidential manner.

For further reference to safeguarding measures, please see the following link for the HMPPS Child Safeguarding Policy Framework-

<https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/1049365/hmpps-child-safeguarding-pf.pdf>

**Please speak to a member of PACT on visits if you have any concerns on a visit.**

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**What Have We Achieved?**



Below outlines what we set out to achieve this year and what we have achieved.

* **We are looking at ways to continue to improve our facilities for children, subject to funding and security clearance. Any ideas would be welcome.**
* **We are looking at holding several days where we celebrate the success of the people in our care.**
* We held our first success day in January 2023 for our Education department and a further 2 were held later in the year.



At HMP Exeter we are committed to delivering on the targets set. We want to involve friends, families and significant others in as much as we can to support your loved ones through their journey with us.

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**How will we measure our success?**

* By the number of spaces/attendees available for each visit
* By the statistics collated regarding ethnicity, race and cultural attendance on family events
* By listening to prisoners and families through regular forums, recording and sharing comments and feedback
* By the variety of family, friends and significant others visits offered.
* By collating important data from the people in our care and acting on the information gained

**Staffing Structure**

**Our staffing structure ensures families and significant others work represents an operational priority**

**GOVERNOR**

**Ian Walters**

**HEAD OF REDUCING REOFFENDING**

**Danny Branley**

**FFSO Champion**

**Emma-Louise Hale**

**ACTIVITIES**

**Willow Tatman**

**ISMS FAMILY WORKER**

**Tyra Blue-Coombes**

**PACT**

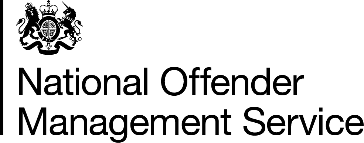
**Chris Taylor**

**ACTIVITIES CUSTODIAL MANAGER**

**Martin Plummer**

**VOLUNTEERS**

**Annex A**



**Equality Analysis**

An Equality Analysis starts at the beginning of and is part of project or policy development, consistent with the approach outlined in AI 14/2016 PSI 20/2016 PI 19/2016. The ‘checklist’ below is a way to capture the audit trail and provides some reminders of what should be considered, throughout the development of the project. Equality Analysis is about taking every opportunity to embed equality into the project or policy. This will improve its quality, partly through identifying and mitigating risks; including the potential for bias, unconscious or otherwise. By populating the fields below, you can show how you have achieved this.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Name of Policy / Project, Practice or Procedure under development (hereafter called ‘product’)** | | | | | |
| Family & Significant others Strategy | | | | | |
|  | | | | | |
| **Brief description of the planned product[[2]](#endnote-1)** | | | | | |
| Outline the strategy for the family and significant others strategy | | | | | |
|  | | | | | |
| **Equality Analysis Lead: The person leading on the product[[3]](#endnote-2)** | | | | | |
| Martin Plummer | | | | | |
|  | | | | | |
| **Start Date[[4]](#endnote-3)** | | | | | |
| 15/11/2023 |  | | | | |
|  | | | | | |
| **What are the high level equality objective/s (positive opportunities) associated with your product? How will you ensure that your project is included to all those affected? What are the risks, including risk of bias?[[5]](#endnote-4)** | | | | | |
| To ensure all men have fair and equal access to family and significant other provision, support and guidance. To ensure providers understand and consider the diverse range of complexities of what might be considered a family or significant other. | | | | | |
|  | | | | | |
| **First steps: Identify when in the project you will consider, plan and discuss the equality opportunities associated with your proposed product.[[6]](#endnote-5)** | | | | | |
|  | | | |  | Key Date |
| Fair and equal access to facilities | | | |  | 15/11/2023 |
|  | | | |  |  |
| Challenge the concept of what family and significant others might look like to all | | | |  | 15/11/2023 |
|  | | | |  |  |
| Cultural differences within families and significant others | | | |  | 15/11/2023 |
|  | | | |  |  |
| Fair and equal consideration given to distance and location | | | |  | 15/11/2023 |
|  | | | |  |  |
| Ensure all internal agencies and providers are aware of the complexities of men and their families and significant others | | | |  | 15/11/2023 |
|  | | | |  |  |
| Ensure safeguarding is explained in a procedurally just manner if required | | | |  | 15/11/2023 |
|  | | | | | |
| **Ongoing record: Key dates when equality was considered, and actions taken as a result[[7]](#endnote-6)** | | | | | |
| Context: | |  | Date: | | |
| Equal and Fair access to all to family Visits | |  | 15/11/2023 | | |
|  | Action / Owner: | | |
|  | Martin Plummer | | |
|  | |  |  | | |
| Context: | |  | Date: | | |
| Ensure access to assistance is available to all eg assisted visits | |  | 15/11/2023 | | |
|  | Action / Owner | | |
|  | Martin Plummer | | |
|  | |  |  | | |
| Context: | |  | Date: | | |
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|  | Action / Owner: | | |
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| Context: | |  | Date: | | |
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|  | Action / Owner: | | |
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| **Internal sources of information:[[8]](#endnote-7)** | | | | | |
| Family and Significant Others Strategy | | | | | |
|  | | | | | |
| Care Leavers Policy | | | | | |
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| Safeguarding Policy | | | | | |
|  | | | | | |
| Safer Custody Policy | | | | | |
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| **External sources of information:[[9]](#endnote-8)** | | | | | |
| Social Services Safeguarding information | | | | | |
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| PACT | | | | | |
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| **Summarise here the general ways you have embedded equality and inclusion into your product in order to make sure it is suitable or as relevant as possible. This will include how you have addressed the potential for bias:[[10]](#endnote-9)** | | | | | |
| The policy refers to all men and puts the responsibility onto all areas to determine how families and significant others is made accessible to all.  Any provider services are held to account for ensuring accessibility and equality as part of internal quality assurance practices. | | | | | |
|  | | | | | |
| **The nine characteristics protected under the Equality Act 2010 are below. Your product may be relevant to all of them. Use these sections to evidence how you have considered, promoted or otherwise advanced your product with reference to any of them.** | | | | | |
| **1. Age****[[11]](#endnote-10)** | | | | | |
| Opportunities available to all, regardless of age | | | | | |
|  | | | | | |
| **2. Disability** | | | | | |
| Ensuring all areas are accessible for all residents and visitors, and reasonable adjustments are made where necessary | | | | | |
|  | | | | | |
| **3. Gender Reassignment** | | | | | |
| Opportunities open to all, with adjustments made for any prisoners who self-isolate or identify as vulnerable, e.g. individual visits | | | | | |
|  | | | | | |
| **4. Marriage and Civil Partnership** | | | | | |
| Opportunities to all, with an emphasis on equality and diversity in all areas to challenge discrimination | | | | | |
|  | | | | | |
| **5. Pregnancy and Maternity** | | | | | |
| Fair and equal access to areas. Ensure reasonable adjustments are made where necessary and consider wider options for example with nursing mothers etc | | | | | |
|  | | | | | |
| **6. Race** | | | | | |
| Opportunities to all, with an emphasis on equality and diversity in all areas to challenge discrimination | | | | | |
|  | | | | | |
| **7. Religion or Belief** | | | | | |
| Opportunities to all, with an emphasis on equality and diversity in all areas to challenge discrimination | | | | | |
|  | | | | | |
| **8. Six** | | | | | |
| Opportunities to all, with an emphasis on equality and diversity in all areas to challenge discrimination | | | | | |
|  | | | | | |
| **9. Sexual Orientation** | | | | | |
| Opportunities to all, with an emphasis on equality and diversity in all areas to challenge discrimination | | | | | |
|  | | | | | |
| **How have you considered the Welsh Language Act 2010 in relation to the product and in accordance with the NOMS Welsh Language Scheme?[[12]](#endnote-11)** | | | | | |
| Additional materials can be provided in other languages if required | | | | | |
| **Other points to consider:**  Will there be secondary impacts (for example a new process relating to part-time working may be more relevant to women)? These can be potentially negative or positive impacts.  Language: This may be relevant to the protected characteristics of race (if someone uses English as an alternative language), or to disability (someone with a learning difficulty or disability may need a different form of communication). What about the combination of different, intersecting, protected characteristics? | | | | | |
| The Equality Analysis should address all the points outlined above and be a living document that records how equality has been considered throughout the lifetime of the project. Key dates and decisions associated with equality should be noted. The document will then serve to show how you have explicitly developed your product to suit all individuals it will impact on. It will demonstrate how you adhered to the Public Sector Equality Duty by showing due regard to the need to:   * Eliminate discrimination, harassment, victimisation and any other conduct prohibited by or under the Act. * Advance equality of opportunity between persons who share a protected characteristic and those who do not share it * Foster good relations between persons who share a relevant protected characteristic and persons who do not share it.   This is a positive opportunity for NOMS to integrate equality into mainstream thinking to create high-quality products that deliver business efficiencies for the organisation. | | | | | |

1. [1] This only applies to local authorities in England [↑](#footnote-ref-1)
2. What is the purpose of the piece of work you are doing, how will it deliver better outcomes, what is its basic process? [↑](#endnote-ref-1)
3. This should always be the project/policy lead, even if other colleagues do some or most of the work. The policy/project lead is always responsible for directing and monitoring progress against the Equality Analysis and signing it off. [↑](#endnote-ref-2)
4. The start of the Equality Analysis should be the same as the date the project is due to commence. [↑](#endnote-ref-3)
5. NOMS is committed to embedding equality in everything we do and ensuring that throughout the life of a project we think about equality as a trigger for positive changes to be put in place.

   For example: In developing a local policy that relates to staff, you will want to consider how it could be developed in a way that improves the outcomes for our staff group; including providing Reasonable Adjustments for disabilities where appropriate. In any project we all need to consider equality opportunities from the outset and sometimes budget for this before commissioning any work. In any product relating to service delivery, we must consider how it will promote more balanced outcomes for everyone; bearing in mind the diversity of the service users (offenders or others). We should always be careful to use inclusive language that avoids stereotypes or assumptions. Throughout the project there will be a need to think about the potential for implicit bias (which can be described as an unintended viewpoint about others based on stereotypes or attitude that feeds into what we do). Research shows us that bias can cloud our judgement unless we take steps to prevent it.

   Identifying the opportunities to advance equality through your project and setting equality objectives from the start will help you produce a good end product that will deliver better outcomes for you. [↑](#endnote-ref-4)
6. Regular discussion is an important part of Equality Analysis. Sometimes ad hoc as well as structured discussion via phone calls or emails can allow the formation and expression of ideas to shape your product development. To capture this, it is important to consider equality and inclusion all through the project and sometimes beyond. For example, bringing it up in a routine way in planning meetings, project board meetings, discussions with stakeholders, highlight reports, development of costing models, budget planning, & progress bulletins. Where a Project Plan is developed it must state at what formal stages (see below) equality will be explicitly considered. [↑](#endnote-ref-5)
7. List the occasions (for example review meetings, highlight reports, submissions, preparing for interim reports, emails) and what conclusions were drawn or actions identified as a result. [↑](#endnote-ref-6)
8. This should list what sources of information you will be using to inform your thinking and planning. Examples are: Statistical data, surveys, offender feedback, consultation, or any other relevant information. [↑](#endnote-ref-7)
9. Outside of NOMS/MoJ, any information about public service trends; knowledge of inequalities within society; best practice in related fields; and innovations that will help you identify equality opportunities. [↑](#endnote-ref-8)
10. The nine Protected Characteristics are Age, Disability, Gender Reassignment, Marriage or Civil Partnership, Pregnancy & Maternity, Race, Religion or Belief, Sex, and Sexual Orientation. If from the start you develop your work in an inclusive way it is likely that you will be able to show how it will advance equality for everyone affected, as well as having a specific focus on individual protected characteristics, where relevant.

    Example: You are looking at restructuring Reception Areas. Your starting point might be ‘how do we make the reception process as inclusive as possible to give a welcoming and positive impression?\*’ rather than starting by addressing each protected characteristic in turn. You may then come to find that when you do turn to each characteristic you have already made a lot of headway.

    \*Equality related actions relating to this project might include: Reception staff from a diversity of backgrounds who are trained to model inclusion, engage with a diverse mix of offenders and adapt their communication style; an Inclusion Statement that can be easily seen; a TV screen showing Equality Slides/information about equality related events; a touchscreen or poster giving instructions or welcoming visitors in different languages; visual images that model diversity and show people from minority groups in positions of authority, a hearing loop symbol, accessible doors and ramps, information about different faith communities and contacts, a rainbow symbol.

    As previously described, the risk of implicit bias and an awareness of how it affects our decision making should always be recognised and decision making checked against the potential for this. [↑](#endnote-ref-9)
11. Drawing on your knowledge of the planned product, consider the following in respect of the Protected Characteristics: Age, Disability, Gender Reassignment, Marriage or Civil Partnership, Pregnancy and Maternity, Race, Religion or Belief, Sex and Sexual Orientation:

    a) How might the product/policy impact on people of different [insert protected characteristic here]?

    b) From the start, how within the product/policy design will you take the opportunity to deliver better equality-related outcomes across the protected characteristics?

    c) What stakeholders or other sources of information will be/have been consulted to provide expert advice to inform your thinking? This would include data, where available, and other types of research or feedback including from groups of staff and/or offenders (this might include information from offender surveys or the national staff/offender equalities annual report).

    d) How has/how will that feedback (data) improve/d the quality of the product/policy?

    e) How does the audit trail show how consideration of the characteristic of [e.g. race, age] has improved your product/policy quality?

    f) What actions have you agreed as a result of considering the relevance of your work across all the protected characteristics (including any decision to not fully take opportunities to advance equality or to mitigate risks)?

    Note the conclusions/actions you have come to and how they have informed your product. [↑](#endnote-ref-10)
12. In law, consideration must be given to documents that may be given to Welsh speaking offenders, wherever they may be located. [↑](#endnote-ref-11)