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HMP Holme House

Family and Significant Others Strategy

March 2024

# Family and significant others strategy

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This strategy links to our strategic objective:

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|  | **Transform through partnerships** |

# This Family and Significant Others Strategy has been created by working together with partner agencies to achieve the best outcomes to support prisoners to maintain and develop their relationships with families and significant others.

# Document change record

This change log is used to provide a trail of all approved changes made to this document. Changes are reviewed and approved prior to incorporation using established management procedures. Updated revisions of this document will be made as approved changes impact content or page numbers.

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**Translation Notice**

We are proud of our diverse community of staff, prisoners and visitors and are committed to maintaining our excellent record in custodial care and employment by ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity. We actively work with prisoners, their families, staff and community organisations in promoting positive relations. This information is available in different languages and alternative formats upon request. Please ask a member of staff for assistance

# Message from our Governor

In 2017, Lord Farmer published a report that catalysed the creation of the Family and Significant Others Strategy. In his report, Lord Farmer emphasised:

“Consistently good family work, which brings men face to face with their enduring responsibilities to the family left in the community, is indispensable to the rehabilitation cultures we urgently need to develop in our penal system and has to be integral to the changes sought”.

Since encountering this report, I have been steadfast in my commitment to integrating family and friend contact into the rehabilitative culture of the prisons where I have served. At HMP Holme House, we recognise and prioritise the vital role that family and significant others play in motivating individuals to change. This contact has been shown to fortify relationships, instil hope and goals, acknowledge responsibilities, and ultimately contribute to a reduction in reconviction rates.

I extend my gratitude to the various partners who have contributed to the development of this strategy, and I eagerly anticipate our continued collaboration in advancing this area in the future.

Aled Edwards

Governor

HMP Holme House

# Introduction

“Imprisonment is associated with a range of unavoidable harms such as the rupturing of community and family ties, the goal for the prison system must be to anticipate these harms and soften their impact while not adding to them.”

– Professor Ian O’Donnell, University College, Dublin.

Maintaining family or significant other ties for prisoners has been recognised in recent years by the Government. It has been shown to resettle and reduce the rate of reoffending. It is important for prisons to improve the support services available to prisoner’s families and children. Having a parent in prison has emotional, physical and financial effects on children. Studies have shown that remaining in contact with children has a positive effect and that once released relationships are maintained.

This is reinforced by thematic findings paper by HMIP 2016 Life in Prison, contacts with families and friends which concludes that good family contact not only supports prisoners through their sentence but is important in their rehabilitation upon release.

The Families and Significant Other agenda can help improve safety, security and reduce reoffending and the possible likelihood of intergenerational offending.

## The Golden Thread

It is recognised that not all family ties and relationships are positive, this may be that family members are victims of the crime or that that they may be enablers to the offending behaviour.

Harassment and restraining orders are contributing factors to relationships and family dynamics, these ensure that contact is tailored to individual cases. This is to support both the prisoner and their families.

HMP Holme House has a moral and ethical responsibility to support important relationships during imprisonment and is committed to providing a safe, secure and stable environment for prisoners to be able to change and live meaningful law-abiding lives upon release.

## Our Vision

HMP Holme House aspires to be a community dedicated to the rehabilitation of prisoners within our care. We will give individuals the opportunity to change, by promoting a training and resettlement-based regime where they can learn and fulfil their potential.

Our vision is underpinned by the provision of a safe, secure, decent, fair and respectful environment, built around a rehabilitative culture. We will provide staff and prisoners the development opportunities to enhance their skills as we believe quality people deliver a quality service.

We enable staff to act as positive role models and have high expectations of what prisoners can achieve.

## Our Aims

This Family and Significant Others Strategy will contribute to:

• Reducing re-offending.

• Enhancing desistence.

• Improve outcomes for care leavers and address some of the disadvantages that can come from leaving care.

• Fulfilling statutory obligations to safeguard and to promote the welfare of children.

• Reducing the incidence of inter-generational offending.

• Contribute to Healthy Prisons test as defined by HMIP Expectations.

## Our Approach

Chloe Lincoln, Head of Reducing Reoffending, is the establishment lead for Families and Significant Others (FaSO) and is responsible for championing our provision. We will employ a whole prison approach, working with all partner agencies, families, significant others and prisoners.

## Equality and Diversity

Families come in many different forms, although usually children and young people are raised by their mother(s)/ father(s) as a couple or as a single parent. They may have other significant relationships which may include carers, relatives, and other adults connected with the family or foster carers. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement.

It is very important that we recognise that family units can be very diverse. All services or provision that we deliver must, and will, adhere to the Equality Act 2010, and should reflect inclusivity and diversity that support people with protected characteristics.

The Young (2014) and Lammy (2017) reviews, highlight the need to reflect Black, Asian and Minority Ethnic prisoners as part of their recommendations with specific reference to race and faith. Our service providers should be reflective of our service users and all staff should seek to be culturally competent with an understanding of the types of services that should be provided to meet their needs.

## Working in Partnership

The importance of families is recognised throughout all prisons. The focus is on enriching prisoners’ skills whilst in custody to better equip them for release. The focus is on helping prisoners develop skills for the workplace, emotional support, health and learning skills.

In HMP Holme House we have a wide range of stakeholders committed to helping families and prisoners.

Healthcare, Chaplaincy, Safer Prisons, Education, Probation, Security, Operations, Reducing Reoffending, Keyworkers, Nepacs, Family Support, Residence.

This list is not exhaustive as partnerships evolve over time.

# 

# What we offer

## Communication

There are no restrictions on the number of letters prisoner can receive. Prisoners are actively encouraged to write letters to maintain family contact. They can apply for 1 free letter per week plus additional free letters for each child under 18. On request, a free letter can be provided for specific purposes such as arranging housing, employment, legal proceedings etc. Prisoners can also purchase writing materials from the canteen and HMP Holme House provides education classes for those wishing to improve their reading and writing skills.

All prisoners at HMP Holme House are also given two second class letters per week so that they can stay in touch with loved ones.

Our postal address:

**HMP Holme House**

**Portrack**

**Stockton-on-Tees**

**TS18 2QU**

Please add prisoner name and number to the top of the address and location if it is known, i.e., Houseblock 1.

### **Email a prisoner**

This can be accessed at www.emailaprisoner.com The service offers the ability to send e-mails to prisoners at HMP Holme House and receive a reply, the service also allows colour photographs to be attached which are then printed off in the prison for the recipient.

You can send messages to a prisoner via this website and it takes only a few minutes to register.

Your message is printed inside the prison and will be included in the daily mail delivery, or your message can be sent directly to the kiosk, for your recipient to read.

We are also looking to increase the portfolio of services that we offer to prisoner friends and families to make coping with a loved one being away from home easier. If you have any comments or ideas for services that you would find useful, please let us know.

### **Video visits**

HMP Holme House is pleased to offer video visits. This is a digital visits platform that all prisoners can access, to access this service you will need to download and install the application from Google play or Apple app store. This service is only available on mobile phones or a tablet.

Calls last 30 minutes and each prisoner can have up to 4 people on the call - as long as they are all in the same place, and on the prisoner’s approved contact list.

Video calls are recorded and monitored by prison staff. Prison staff may be male or female. Secure video calls are limited to 1 a month.

**Who can have a video visit?**

Anyone on the prisoner’s approved contact list can have a video visit. The main video caller must be over 18.

People under 18 can be on the call, as long as they are on the prisoner’s approved contact list.

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

- mobile phone or tablet (it’s not possible to use a laptop or desktop computer)

- passport, driving license or other government-issued ID.

- proof of address (if your ID does not include this).

- the prisoner's name, number and date of birth.

- names and dates of birth for everyone who will be on the call.

**Download the video visits app**

1. Download and install the app

You can download the app from Google Play or the Apple App Store. You will need to install the app on your phone or tablet.

2. Create an account in the app

This involves taking a picture of your driving license, passport or other government-issued ID. You may also need proof of address if your ID doesn’t include it.

It can take up to 24 hours for your account to be verified.

3. Add details of everyone who will be on the video call

You can have up to 4 people on the call. Everyone needs to be registered with the app, and those over 18 will need ID. You will also need to add the name and number of the prisoner you wish to speak to along with adding the prison they are located.

4. Get set up for the video call

So that your video call goes smoothly, please make sure that you have:

• a strong internet connection: Wi-Fi is recommended.

• good lighting so that your whole face, and the face of any additional people, can be seen clearly.

• a plain background so that the camera can stay focused on your face.

• switched off any message notifications or alerts that may disrupt the call

**We will allocate a call date and time and let you know**

You will be sent an email and a notification in the Purple Visits app letting them know the time for the video call.

If you are unable to make the video call, you can ask to reschedule.

The time slots of the video sessions at HMP Holme House are:

|  |  |
| --- | --- |
| Day | Slot start & end |
| Mon - Fri | 0900-0930  0945-1015  1030-1100  1400-1430  1445-1515  1530-1600 |
|  | 0900-0930  0945-1015  1030-1100  1400-1430  1445-1515  1530-1600 |

## Social Visits

Face to face Social Visit sessions are offered every day except Monday (as shown below). Every prisoner will have the opportunity to receive two, one-hour social visits in every four-week period. **Every visit will last for a minimum of one hour**. We also offer several different types of visits that may suit some circumstances better than the normal visits.

**Booking Social Visits**

Social Visits can be booked by:

Online – [www.gov.uk/prison-visits](http://www.gov.uk/prison-visits)

Booking line: 0300 060 6602  
The booking line is open Monday, Tuesday, Wednesday and Friday: 8:30am to 4:00pm

|  |
| --- |
| **Social Visits** |
| **Tuesday 14:00 - 15:30** |
| **Tuesday 17:15 - 18:45** |
| **Wednesday 14:00 - 15:30** |
| **Thursday 14:00 - 15:30** |
| **Thursday 17:15 - 18:45** |
| **Friday 14:00 - 15:30** |
| **Saturday 08:30 – 11:00** |
| **Saturday 13:30 – 15:30** |
| **Sunday 08:30 – 11:00** |
| **Sunday 13:30 – 15:30** |

**Special Visits**

In addition to the normal entitlement to visits, the Governor may allow Special Visits to take place:

1. To help people make necessary arrangements in respect of unresolved private or business affairs where it has not been possible to do so prior to their reception into custody.
2. For the conduct of legal proceedings or if a visit would be conducive to the welfare of the prisoner or their immediate family.
3. When a family member is seriously ill, or to pass on news of a death of a close family member.
4. Subject to medical advice, to a prisoner who is seriously ill.

People who require a Special Visit can do so by applying to the Head of Residence.

**Final Contact Visits**

NEPACS Family Support Workers are available for people whose children are being adopted. Both NEPACS and the staff at HMP Holme House support them through this process as we recognise this can be a very emotional visit. A Final Contact Visit can be arranged to be held in a suitable, more private location.

**Accumulated Visits**

Prisoners from outside of North East area will be made aware of the opportunity to apply for Accumulated Visits during their induction process. People who may have family/friends who find it difficult to travel or live some distance away, are given the opportunity to accumulate their visits and temporarily transfer to another establishment nearer their home. This may be dependent on spaces available at the other establishment.

Permission to take Accumulated Visits will be at the discretion of the Governor of the receiving establishment. Accumulated Visits may include taking visits in advance provided they do not exceed the number to which the prisoner is entitled during the remainder of the sentence. Prisoners may apply for further accumulated visits every six months, provided they have a minimum of six months to serve.

**Inter-Prison Visits**

Inter Prison Visits between close relatives may be provided when both parties are at separate establishments. The process for this is by an application to the Head of Residence. Subject to security requirements and the availability of transport and accommodation, arrangements may be made for such visits to take place at three-monthly intervals, and each relative must surrender a visiting order. If an Inter Prison Visit is to take place via Video-Link, once approved by the Head of Residence, the application will be forwarded to the Head of Operations to action.

**Relatives Located in the Same Establishment**

We try wherever possible to locate close relatives on the same house block or even in the same cell if there are no security restrictions. Prisoners can apply for an inter wing visit with family members every month.

**Family Days**

We appreciate the importance of supporting family ties and have therefore recently increased the number of Family Days taking place to at least once a month. The Family visits and Adults only family visits take place in the Visits Hall and provide a relaxed atmosphere for families to take part in creative activities. Prisoners can apply for a place via application to the Nepacs Family Support worker. The Family Support worker will inform the prisoner if they have been successful in gaining a place a Family Day.

*‘There was excellent and regular use of family days with creative approaches that provided hope and encouragement for prisoners and a positive visiting experience for their families, particularly children.’ (HMIP March 2023)*

## Family Days and “New Dad” visits 2024

**Mains**

Wednesday 21st February (applications open Monday 15th January – Monday 29th January)

Wednesday 3rd April (applications open Monday 26th February – Monday 11th March)

Wednesday 29th May (applications open Monday 22nd April – Monday 6th May)

Wednesday 24th July (applications open Monday 17th June – Monday 1st July)

Wednesday 28th August (applications open Monday 22nd July – Monday 5th August)

Wednesday 30th October (applications open Monday 23rd September – Monday 7th October)

Wednesday 18th December (applications open Monday 11th November- 25th November)

**VP**

Thursday 11th April (applications open Monday 4th March – Monday 18th March)

Thursday 15th August (applications open Monday 8th July- 22nd July)

Thursday 12th December (applications open Monday 4th November- 18th November)

**New Dad visits**

Tuesday 2nd January

Tuesday 6th February

Tuesday 5th March

Tuesday 2nd April

Tuesday 7th May

Tuesday 4th June

Tuesday 2nd July

Tuesday 6th August

Tuesday 3rd September

Tuesday 1st October

Tuesday 5th November

Tuesday 3rd December

**VP New Dad visits**

Thursday 4th January

Thursday 1st February

Thursday 7th March

Thursday 4th April

Thursday 2nd May

Thursday 6th June

Thursday 4th July

Thursday 1st August

Thursday 5th September

Thursday 3rd October

Thursday 7th November

Thursday 5th December

Evidence suggests that a lack of familial contact, or increased distance from family, can lead to violent or self-harming behaviours. This can have a detrimental impact not only on the individual concerned but on other prisoners and the prison. Family visits are facilitated at HMP Holme House, whilst often viewed as a way of those in our care, maintaining an enhanced level of contact with children & families.

Alongside Nepacs and Safer Custody we facilitate additional days for protected characteristics, we have provided days to LGBTQ, Veterans in Custody.

Family Days support family relationships by offering family days throughout the year. The focus of the days is to invite families into the establishment affording parents the opportunity to spend extended time with their children. Structured games and activities are planned to engage the family unit to help promote healthy bonds and shared experiences. These days offer a mixture of activities for children and young people of all ages. Details of dates and eligibility criteria for the family days are published locally at each site giving people the opportunity to apply and families to plan their time. These family days create positive memories and interactions for a closer family bond.

**The Visits Environment**

**The physical environment**

*‘Capacity for face-to-face visits had increased and a good number of visiting sessions were available during the week and weekends. The visits hall was a welcoming environment.’ (HMIP March 2023)*

We have invested in improving the visits hall by: -

* providing a brighter décor
* providing modern bright furniture

We aim to create a relaxed, calm and friendly atmosphere for visitors and prisoners to enjoy their visits in.

Specifically, the following facilities are provided:-

* Tables with 4 seats and tables with 2 seats with space for refreshments on the table, the maximum number of adults per visit is 3.
* Pushchairs and car seats which can be used for babies/ small children to be sat in during the visit. These are provided in the visits hall, personal pushchairs and car seats are not permitted to be brought into visits.
* Free nappies of varying sizes and wipes provided by the play workers, as these are not permitted to be brought into the visits hall.
* A play area and youth zone for children from 18 months to 17 years old, staffed by Nepacs staff and volunteers, provide activities and toys for the children and young people to engage in. Please note although the staff and volunteers will look after children whilst they are in the play area, the children are always the carer’s responsibility.
* The facility for children to be able to colour pictures for their loved ones to take back with them after the visit; the picture would need to be handed to a member of staff who will issue it at the end of the session.
* Snacks and refreshments available at the tea bar; visitors are asked to take a ticket and wait for their number to appear on the screen. Visitors can only purchase refreshments for the person they are visiting and his visitors.
* Monitoring and entry procedures to help improve the safety of all visitors are as follows:

* CCTV recording system for the whole visits area, to ensure the safety of everyone without being too intrusive. If staff observing CCTV uncover any illicit activities or unacceptable behaviour that person/s will be asked to leave, and the recording of the incident may be used as part of the evidence for a prosecution against the individual/s concerned.
* A Bio-metric entry system whereby once ID is checked, photos and finger images will be taken from all visitors. This information will be stored on the biometric system and can be used for identification and to prevent delays. All visitors aged 16 and over are required to bring appropriate identification each time they visit.

As we are committed to supporting a family friendly environment to ensure family ties are maintained and developed, we ask all visitors:

* Not to use bad language or display inappropriate behaviour; If inappropriate behaviour continues following a staff member asking them to cease, the visit may be terminated.
* To leave the visits hall when asked at end of the visit so that people can be returned to their house block and other activities within HMP Holme House are not delayed.

To ensure that visits remain safe, and no illicit articles are brought into the visit hall, the prisoners will be searched before and after the visit.

Visitors who have any queries or any concerns in the visits hall are asked to approach any member of the staff who will try to resolve their issue. If the staff member is unable to do so, they will seek further guidance from a manager resolve the issue.

**Physical Contact**

Reasonable physical contact between prisoners and their visitors is permitted, but for security reasons, as well as public decency, we ask prisoners and their visitors to limit this to an appropriate affectionate embrace at the beginning and end of each visit. Prisoners can hold hands with their visitors during visits, but we ask that hands are in clear view of staff and that they remain seated.

Children and infants can have a cuddle and to sit on the lap of the prisoner they are visiting, although not for the length of the whole visit. This will be reviewed on an individual basis depending on the man’s status in terms of Child Protection Measures.

Visitors and prisoners are not to stand or sit at tables occupied by other prisoners and their visitors, even if they are close relatives.

**Visits Information**

Visitors may access information from many areas, including the Prison website and the Nepacs website, which contain up to date information about HMP Holme House and Visits. If specific information is needed, please contact the Visitor Centre who will be able to give the information or signpost to other organisations.

Information available:

* Visiting times and how to book a Social Visit.
* The complaints procedure together with a contact point.
* HMPPS commitment to diversity and equality.
* Prison Service policy on the passage of illicit items from visitors and the penalties for failure to comply.
* Information on family support organisations, particularly the Prisoners Families helpline (0808 808 2003) info@prisonersfamilieshelpline.org.uk.

**Child Safeguarding**

Children are welcomed to HMP Holme House to visit prisoners in our custody. However, everyone is asked to comply with the following processes to safeguard children’s safety:

* For a child to visit HMP Holme House, they must be on the prisoner’s contact list, he would therefore need the child’s name, age and address in order for him to request them to be put onto his contact list. The child would also need to be booked onto the visit in the same way an adult would be.
* Children are the responsibility of the person who brings them to the visit. They are not allowed to sit with or leave with anyone else.
* The Governor and his team decide if a child visiting someone in HMP Holme House is in the child’s best interest. If a visit was deemed to be detrimental to the child, a decision may be made to not allow them to visit. In this case, the decision would be made after careful consideration.
* The Governor has the discretion to allow an unaccompanied visit from any person aged 16 or 17. Prisoners who wish to receive an unaccompanied visit from a young person of 16 or 17 must write to the Governor, stating the reason for the unaccompanied visit. They must also provide the young person’s age, date of birth, relationship, address and contact number, as well as the address and contact number for the young person’s parents/ guardians or mother (if the prisoner is the young person’s father).
* Children remain the responsibility of the parents/carer and should never leave their child unaccompanied. If a child is found to be on their own, a prompt check will be made to see if the parent/carer is nearby. If s/he cannot be found then the Orderly Officer would be contacted and an incident log started. NEPACS staff will take responsibility for the child/children until a family member/responsible adult arrives to collect the child/children. Children’s Services and the Police will also be contacted. Once the child/children have been collected the prisoner should be informed and be given the opportunity to make a phone call (where appropriate) to ensure that the child/children are safe.
* Any member of staff in the visits area who has justifiable grounds for believing that a child is being abused either inside or outside of the establishment must report their concerns (if immediate) to the Orderly Officer/Duty Governor. The Orderly Officer/Duty Governor must take action, which may include curtailing the visit if appropriate and/ or contact the Police, Children’s Services and HMP Holme House Public Protection Unit.
* Staff in the visits area will also be looking out for less obvious incidents and other types of risk to children e.g., the way children are treated/ignored/spoken to /involved in drug passes/attempts to sit with other families. Where staff have serious concerns about this behaviour especially the involvement of a child for drug passing, they will contact the Police, Children’s Services and HMP Holme House Public Protection Unit.
* Any prisoner who is subject to Child Protection measures is asked to apply using the approved child visitor form (available on house blocks), supplying details of all children under the age of 18 years who they wish to visit them whilst in HMP Holme House. Once the prisoner has completed his section of the form it must be sent to the child’s parent/guardian who must complete their section**.** This form must be returned with a passport sized photograph of each child (which may need updating periodically) which has been endorsed on the back with the required statement, by either a Justice of the Peace, Social Worker, GP, Probation Officer, Police Officer, Teacher or Civil Servant. On receipt of the completed form the Public Protection Unit will conduct further checks via the National Probation Service. Please note that under no circumstances will any person aged less than 18 years be allowed a visit to a prisoner who is subject to Child Protection measures without the correct paperwork and final clearance.

**Visitors with Disabilities**

All visitors are welcome to HMP Holme House, and we endeavour to ensure we cater for all visitors to enable them to access a visit.

* Visitors who have a hearing impairment should let the Visits Booking staff know when they book a visit, and this will help the staff to make the appropriate arrangements so that the visit can be enjoyed. For example, arrangements could be made for seating visitors at the quieter end of the visits hall or for the portable loop hearing system to be made available.
* For any visitor with a sight impairment, Visits Booking staff can ensure arrangements are made for an individual escort to be provided to accompany someone to the visits hall, and/or specific seating arrangements are made, if required. It may be necessary to book an accompanying person onto the visit.
* HMP Holme House and the Visitors Centre are wheelchair accessible but visitors who are in wheelchairs are advised to inform the booking office when they book a visit, to ensure that a suitable visits table is available. Visitors are able to bring their own wheelchair for the visit but anyone using an electric wheel chair is asked to write to the Governor or Head of Operations for authorisation. Access to the visits hall is provided by a purpose built ramp and if assistance is needed to be pushed up the ramp, it may be appropriate to have another person on the visit and this person would need to be booked on the visit.

Visitors that may have other needs or requirements that could make visiting difficult without some reasonable adjustment please inform the Booking Office know when the visit is booked, as well as the visitors centre or family support team.

**Aggressive, Abusive Language or Behaviour**

We are committed to building a culture of mutual respect and inclusion and to ensure all visitors have a positive experience at HMP Holme House.

Therefore, any conduct that is viewed as threatening, aggressive or abusive including swearing, and shouting will not be tolerated. If such behaviour continues the visit may be terminated. Such behaviour will be challenged by staff. If the behaviour continues or is extreme, it could lead to a visitor being placed on a Closed Visit or a being banned from the establishment.

To ensure the wellbeing of visitors, prisoners and staff where behaviour is violent and could endanger the health and safety of other visitors, prisoners and staff, Officers may need to terminate the visit immediately and remove the visitor and the prisoner from the Visit Hall. All are reminded that under the provisions of the Prisons Act 1952, all Prison Officers have the powers of a Constable and of arrest. This will only be used when necessary to ensure the security and safety of all visitors, prisoners and staff.

**Assaults on Prison Staff**

We are committed to protecting all our staff, the prisoners in our care and all visitors. Staff should be able to go about their lawful duties free from fear of threats of violence. We have a Zero Tolerance approach to any forms of intimidation or violence.

**Prohibiting Visitors**

We are committed to stopping all drug related anti-social behaviour and criminal activity. Anyone caught trying to bring in any illicit items to the prison faces the risk of a ban from entering an establishment. An appeal process is in place by writing to the Head of Operations.

**Closed Visits**

Closed Visits are an administrative measure, not a punishment they are used as a precautionary measure for the following reason.

1. To prevent illegal drugs,
2. Illicit items and any other unauthorised item(s) being passed,
3. Inappropriate behaviour
4. To assess a person’s suitability for visits in open conditions.

They are held in a separate area to the visit’s hall and a large transparent screen separates the visitor and prisoner to prevent contact. Refreshments can be purchased by the visitor for their own consumption.

All those subject to Closed Visits will be reviewed monthly to assess risk.

**Social visits from former prisoners**

A former prisoner will not be refused permission to visit solely on the grounds that they have been in custody, or that person is electronically tagged, serving a portion of a custodial sentence and/or are under licence in the community. Former prisoners who have been released in the previous 24 months must apply in writing to the Governor for permission to visit, a decision will be provided in writing. If approved a copy of the approval letter must be brought to every visit as evidence of approval. If a decision is made to refuse entry to a former prisoner, reasons for that decision will be provided.

**Security procedures**

We are committed to making sure all visitors, staff and the prisoners in our care are treated with respect and dignity within a safe and secure environment. We will ensure that all prisoners are given chances for change and rehabilitation. We always balance the robust security system with a family friendly visit. We strongly encourage families to support prisoners in their resettlement.

**Searching**

All visitors, including legal and domestic visitors will be searched, including the use of drug dogs, upon entering the establishment. This will ensure everyone’s safety and prevent illicit items being conveyed into HMP Holme House. All searching is carried out with care and sensitivity, and in a manner that maintains everyone’s dignity. If someone is found to be carrying any illicit item entry will be refused a visit and may be prosecuted.

Any visitors who have concerns about the dogs should seek advice from the Visitors Centre staff or the staff supervising the search area.

**Termination of visits and disclosure of contents of conversation**

Terminating a visit is a very serious measure and will only occur as a last resort in the following circumstances:

* When an attempt is made by a visitor to pass any article to a prisoner, or vice versa without prior permission by prison staff.
* When a threat of imminent violence against any other person is made, or another person is incited to an act of violence, or actual violence takes place, and urgent action is required to prevent injury. For this purpose, a verbal threat that is overheard or body language of an overtly aggressive nature are sufficient for an Officer to intervene.
* When an Officer overhears plans being made for escape(s), future criminal offences or the obstruction or perversion of the course of Justice.
* When an incident occurs between the prisoner and his visitor, which threatens the stability and efficient management of the visits session. A verbal warning will normally precede any decision to terminate a visit under this sub-paragraph.

In certain circumstances information about the contents of a conversation during a visit may be disclosed. This may be appropriate for example, where such information may relate to the commission of part or future criminal offences, plans to obstruct or pervert the course of justice, threats of violence, etc., and may be of interest to the police or the prosecution. The member of staff who overhears the conversation will make a record of what he or she has heard. The information may be disclosed on the authority of the Governor where the content of the conversation may:

* Affect national security or public safety.
* Assist in the prevention of an escape from an establishment.
* Help to prevent or detect crime.
* Assist in the recovery of proceeds of crime.
* Reveal an intention to self-harm.
* Help to prevent or reveal a miscarriage of justice.

**Passing of Documents during Visits**

If a visitor or prisoner has important documents that need to be signed on a visit or handed out on a visit, then the Governor may in exceptional circumstances authorise this. To enable this to happen, prisoners need to apply to the Head of Operations. Once approved, the prisoner must bring it with them to the visits hall and give it to the Supervising Officer.

If permission to pass documents has been granted but staff have some concern, they can check the document and may withdraw permission for the document to be handed over.

Letters and documents handed between prisoners and their legal advisers are subject to separate monitoring procedures.

**Conveyance of Unauthorised Articles**

Amendments to the Prison Act now make it a criminal offence for certain items to be used, brought into, or taken out of prisons without authority (see below for authorities)

It is a criminal offence for any person without authority:

i. To bring or throw any of the following items in or out of a prison or to leave any of the following items in any place (in or out of the prison) intending it to come into the possession of a prisoner or to give to a prisoner any of the following

a) A controlled drug, an explosive, a firearm or other offensive weapon.

b) Alcohol, a mobile telephone and accessories including SIM card, a camera or a sound recording device.

ii. To bring or throw any of the following items in or out of a prison with the intention of it coming into possession of a prisoner or to leave any of the following items in any place (in or out of the prison) intending it to come into the possession of a prisoner, or to give to a prisoner any of the following items:

c) Tobacco, money, clothing, food, drink, letters, papers, books, tools, IT equipment, memory sticks and associated peripherals.

iii. To take a photograph or make a sound recording within a prison, or convey an official document or photograph, or personal file in or out of prison.

Criminal prosecutions can be pursued against those found to be in deliberate and malicious breach of the above provision.

**Assisted Prison Visits Scheme**

Information regarding the Assisted Prison Visits Scheme (APVS) can be obtained from the Visitor Centre and Prison Library.

**Professional and Official visits**

**Official Visits**

Official visits will be subject to the consent of the prisoner with the exception of:

* Visits where the prisoner is detained under immigration powers. The prisoner should be informed beforehand of the reason for the visit but it will be clearly explained to the visitor and the prisoner that the prisoner is free to refuse to make any statement.
* Visits for the sole purpose of the service of legal process such as the serving of summons. Such visits will not attract legal privilege.
* Certain visits by Police, Immigration or Customs officers

**Legal advisers**

Legal visits are subject to Prison Rule 38 (YOI Rule 16) and are for the purpose of:

* Discussing ongoing or possible legal proceedings to which the prisoner is a party.
* Discussing other legal business such as the sale of property or making a will.
* Allowing a prisoner to consult their legal adviser about a forthcoming adjudication.

A legal adviser may use a sound recording device with prior authorisation from the Governor. If recording equipment is used a written undertaking will be required from the legal adviser that the recording will be kept securely in their office and will be used solely in connection with the proceedings or legal business discussed during the course of the visit. Letters and documents handed over to or by men during visits from their legal advisers are also subject to whatever monitoring procedures would have been appropriate if they had been sent through the post.

**Police officers**

*Interviews with police officers must be conducted, so far as possible, in accordance with the terms of the Police and Criminal Evidence (PACE) Act 1984, and of Code C of the Codes of Practice issued under the Act in relation to the conduct of interviews at police stations.*

Interviews will take place within the sight and, where appropriate, within the hearing of a prison officer.

Before the interview commences the prisoner will be advised of the right to consult a legal adviser unless precluded by the terms of PACE, and/or, if there are language barriers, the right to have an interpreter present during the interview. If the prisoner has a visual or hearing impairment and requires assistance in communicating this should be taken into consideration.

**Writers, journalists or media representatives**

Detailed guidance on the handling of requests for visits by media representatives is in PSI 2010/37 – Men’ Access to the Media. If the visit is social, the visitor will be required to give a written undertaking before the visit takes place that any material gained from the prisoner at any time will not be used for publication or broadcast.

**Priests or ministers**

Men may be allowed pastoral visits from their home minister of religion or leader of their faith with the agreement of the Chaplain and the Governor. It may be beneficial for pastoral visits from home clergy to take place in the Chaplaincy area, but this will depend on local circumstances and arrangements, and should be discussed with the managing Chaplain.

**Equality and Human Rights Commission (EHRC)**

Men may request visits from representatives of the EHRC. The visit should take place within sight but not within hearing range of a prison officer.

**Members of Parliament**

Members of Parliament including Members of the European Parliament (MEP) acting in a constituency capacity may visit one of the men with the man’s agreement. Similar provisions may also apply to Assembly Members (AM) who are acting in a constituency capacity.  This privilege is not extended to members of the House of Lords, who have no constituency obligations, or to local Councillors.

**Commonwealth or Consular Officials**

The Vienna Convention on Consular Relations, which has been supplemented by a number of bilateral agreements between the United Kingdom and other countries, guarantees freedom of communication between consular officers and their nationals.

*On induction, foreign national men must be informed of this right to communicate with the appropriate consulate or High Commission.* Consular officers have the right to visit any of their citizens in prison. For the purpose of this Order prisons should accept a men claim to citizenship. Further guidance about the legal obligations under the Vienna Convention and individual Bi-lateral Consular Agreements in terms of contact with embassies is contained within PSO 4630 Immigration and Foreign Nationals in Prison.

*Requests for such visits by Commonwealth or Consular Officials must fall under the category of official visits and be arranged as soon as possible. Visits must take place in the sight but out of the hearing of prison staff.*

**Central or Local Government Officials**

Public officials listed below may visit prisoners, in their professional capacity, without the prisoner surrendering a statutory visit and out of hearing of prison staff:

* An accredited agent of the Treasury Solicitor, the Director of Public Prosecutions, the Crown Prosecution Service, or the Official Receiver in Bankruptcy, on production of the necessary authority from the department, to interview and to serve documents one of the men.
* Offender Managers or Supervisors, in respect of a prisoner in whom he or she has a professional interest.
* An immigration officer, to interview a Commonwealth citizen or a foreign national detained under the Immigration Act 1971.
* Other public officials whom the Governor permits to visit.

**What identification do we need to see?**

**Acceptable Forms of Identification – Official Visitors**

The following documents are examples of forms of acceptable identification for professional visitors:

1. **Members of either House of Parliament**: Houses of Parliament ID card or HMG ID cards.
2. **Legal advisers**: Identification document from the above List A, or from Lists B and C. This must be in conjunction with either
   1. a headed document from their legal practice stating that they are representing the prisoner they are requesting to visit, or
   2. should they not yet be representing the prisoner, a headed document from their legal practice explaining the purpose of the visit.
3. **Police, UK Border Agency and HM Revenue & Customs officers**: warrant card.
4. **Probation and Youth Offending Team officers**: probation / YOT department ID card.
5. **Staff from other prisons, HQ, the Children’s & Young People’s Secure Estate, the inspectorates (including Lay Observers) or Home Office**: photo security pass issued by (or on behalf of) Ministry of Justice, HMPPS, or Home Office.
6. **Consular officials**: consular ID card.
7. **Other public officials**: departmental or local authority pass or ID card (but must show the name of the visitor and the name of the department or local authority);
8. **Social workers**: social worker identification cards.
9. **Researchers**: Security Photo pass or official letter (v*isits must be pre-arranged); and*
10. **Healthcare staff:** NHS photographic identification badge/card or independent sector healthcare photographic identification badge/card.

**Acceptable Forms of Identification - Social Visitors (Aged 16 and Over[[1]](#footnote-1))**

Visitors may identify themselves using one of the following:

**List A**

* Passports that meet the International Civil Aviation Organisation (ICAO) specifications for machine-readable travel documents
* Identity cards from an EU or European Economic Area (EEA) country that follow the Council Regulation (EC) No 2252/2004 standards
* UK photocard driving licences.
* EU or EEA driving licences that follow the European Directive 2006/126/EC
* NI Electoral identity cards
* a US passport card
* a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
* an armed force’s identity card
* a UK biometric residence permit (BRP)

If the visitor is unable to produce any of the above, staff may accept combinations of one identification document from List B, supported by one document from List C:

**List B:**

* a Home Office travel document (convention travel document, stateless person’s document, one-way document or certificate of travel)
* an older person’s bus pass
* a Freedom Pass
* a proof of age card recognised under the Proof of Age Standards Scheme (PASS) without a unique reference number (please refer to List A where a unique reference number is present)

**List C:**

* a birth or adoption certificate
* an education certificate from a regulated and recognised educational institution (such as an NVQ, SQA, GCSE, A level or degree certificate)
* a rental or purchase agreement for a residential property (signed and dated)
* a marriage or civil partnership certificate
* a bank, building society or credit union current account card (on which the claimed identity is shown)

**Exceptional Circumstances**

If a prisoner’s family member does not have access to the listed ID a duty Governor’s permission to attend a visit may be sought in advance. As part of requesting permission the family member who wishes to visit will need to provide a reason as to why they do not have the appropriate ID. The Governor must review each case individually and review each case individually and be satisfied that the visitor is who they say they are.

There may be occasions when a legitimate visitor arrives for a visit without the appropriate ID, and without advance notice. This might be because their ID is lost, stolen or simply forgotten. In exceptional circumstances, a duty Governor may consider exercising discretion to permit a visit to take place if they are fully convinced that the visitor is legitimate,and their circumstances can be sufficiently corroborated.

Visitors under the age of 16 must be accompanied by an adult, who must adhere to the ID requirement set out above. The accompanying adult has responsibility for the child, for supporting the child’s relationship with the prisoner, and for giving assurances of the child’s identity.

## “Storybook Dads”

As part of the family strategy the library and family support run “Storybook Dads”. By sending a bedtime story disc to their children, imprisoned parents can provide comfort and reduce the trauma caused by the forced separation. Doing something positive and tangible for their child increases their self-esteem and belief in themselves as a valued parent.

As reading to children is the most important thing a parent can do to help with their education, the story disc also gives imprisoned parents the opportunity to make a positive impact on their children’s social and learning outcomes.

For many families, these story discs are a lifeline, helping to heal rifts and enabling imprisoned parents to maintain or build vital relationships with their children. Prisoners that keep in contact with their families are up to 6 times less likely to re-offend.

The library services are provided by Stockton Borough Council and provide books on parenting and other family related subjects, and also provide Story Book Dad and time 4 Kids schemes.

https://www.storybookdads.org.uk/

# Family Services Provider

NEPACS offer a range of services which include:

* The management and running of the Visitors Centre.
* Visits Creche/Play area with qualified staff supervisors.
* A Tea bar offering a wide range of refreshments within the Centre and the main visits hall.
* “Visitors Voice” forums for families to express their concerns and ideas.

Nepacs Youth Project which brings together children who may feel unable to discuss their experiences at school or with friends to create a support network via one-to-one support, trips out and youth zones.

## Nepacs family support worker

Family support and Significant other services are fully embedded in HMP Holme House, they identify needs at the first opportunity and are prioritized alongside sentence plans, they work with prisoners running Heading Home which is a group course where prisoners can share experiences or worries about release.

The Nepacs family support worker offers:

* Casework- 1:1 support around child contact, family contact, care proceedings, liaison with children’s’ services and schools, support with family court proceedings and maintaining family ties etc.
* Final contact visits- for those prisoners whose children are to be adopted, they can have a final visit where photographs are taken, and artwork completed for the child’s memory box.
* Family visits- extended visits ran in the half term/full term holidays where prisoners can do arts, crafts and activities with their children. These are by application only.
* New Dad visits- these are to give new Dads a chance to bond with their baby on a 1:1 special visit. These are by application only.
* Storybook Dads- an opportunity for prisoners in custody at Holme House to record a story for their children/grandchildren/siblings.
* Heading Home programme- either 1:1 or group work over a 4-week period. Sessions 1,2 & 4 are just for the prisoners and then they are offered session 3 which is a facilitated session with their family.

For further information:

Rachel Rowland - Family Support Worker, NEPACS

01642 744418

[rachel.rowland@justice.gov.uk](mailto:rachel.rowland@justice.gov.uk)

[Haskin@nepacs.co.uk](mailto:Haskin@nepacs.co.uk)

It is estimated that 200,000 children in England and Wales have a parent imprisoned, children with a parent in prison are twice as likely to experience mental health problems, and less likely to do well at school.

# Offender Management

Consideration for Families or Significant others is included in the Offender Management planning for the prisoner’s sentence. Prison Offender Managers address all the family issues that are discussed on the initial interview and throughout sentence. Prison Offender Managers promote family links through other agencies such as social services and Community Offender Managers. They can arrange telephone calls and face to face visits when required.

Preparation for release.

Where appropriate the family view is considered when looking at:

• Home Detention Curfew. (HDC)

• Release on Temporary License. (ROTL)

• National Probation Service engagement. (NPS)

• Engagement with Local Authorities.

Prisoners who are care experienced are identified during the Induction process. Local authorities are notified, keyworkers identified to fully support the care leaver in custody and on release.

Care leavers are those people who have spent some time in ‘care’ in the community usually at the direction of social services or the Courts.

HMP Holme House will provide:

• Engagement of personal advisors throughout their sentence by the POM.

• Allow personal advisors to use social rather than legal visits

• Use volunteer schemes to provide visitors to care leavers.

• Ensure compliance with Homelessness Reduction Act (2017) through resettlement services.

• Build in advocacy and a voice for care leavers.

Our aim is to identify the Responsible Authority and nominated personal advisor for each Care Leaver. HMP Holme House has a Care Leavers Lead and a Care Leavers champion who will contact partner organisations and Local Authorities to ensure that the appropriate support is provided.

We will also encourage the link between Care Leaver and Personal Advisors (Care Worker), enabling the opportunity to re-engage and assess what individual support is needed, detailing this in the re-assessed pathway plan.

The plan is created by a designated person in the community and is designed to consider the young person’s need for support and assistance and how best to meet these needs until the age of 21 (or up to 25 if the care leaver asks for the support). Areas covered include:

•Housing

•Practical life skills

•Education, training, and employment

•Financial support

•Health

•Family and social network

Together these elements are intended to provide a full package of support for the young person to enable them to make the transition from care to living independently. The pathway plan should be reassessed by the Personal Advisor, Care Leaver Champion and the Care Leaver once identified and incorporated into sentence/resettlement plan.

Our Care Leaver Champion is Jamie Liddle who is based in our Offender Management Unit.

**Finance, Debt and Accommodation**

Families can often experience a financial strain when a person enters a custodial setting with a decrease in family income. Some families may already be struggling with issues around debt and managing their money. Commissioned Rehabilitation Services (CRS) are contracted to offer advice and guidance which may include signposting for some community services, referrals are made to this service through Probation Service staff. Assistance to open a bank account can also be offered upon request. Anxiety around returning to the family home following a long period of absence can be a factor when it comes closer to release. There may also be public protection concerns which may mean it is not appropriate for somebody to return to the family home immediately upon their release. In these situations, we offer support to those in custody, the Probation Service will work with partner agencies and CRS to find suitable accommodation prior to release. This may involve collaborative working with community social care teams and community probation workers.

**The role of the Key Worker**

The aim of the key worker role is to promote staff-prisoner relationships that are rehabilitative and constructive. This is to foster positive prisoner behaviour through staff example (pro-social modelling), dynamic security, fairness, decency, and guidance. Key workers will empower prisoners to address their needs.

Key workers will help prisoners by undertaking certain tasks, including:

• Support Young Adults to understand and come to terms with their sentence.

• Help prisoners to settle within the establishment, potentially by introducing them to others, explaining the daily regime and the system of incentives and privileges.

• Encourage them to build or maintain links to their family.

• Encourage activity to aid resettlement such as education or work experience.

• Manage anxieties of the cohort that could otherwise be exasperated by prison processes or a lack of updated information.

• Regularly engaging with Young Adults to ensure wellbeing and escalating any areas of concern, such as bullying, radicalisation or grooming, as appropriate.

• Talking to young adults about their short, medium and long-term plans and how to make amends for past offending; and

• Recognising and reinforcing positive behaviours and to increase levels of maturity using the Choices and Change resource pack if applicable.

**Mental Health**

A high percentage of prisoners have a mental health disorder. There is further information below on some of these, namely emerging personality disorder, traumatic brain injury and attention deficit hyperactivity disorder (ADHD). Adverse childhood experiences can also impact on mental health and well-being.

There are various ways staff can help improve the general environment of a prison to support mental health outcomes. Peer support schemes can be an excellent way of providing relatable emotional support to fellow prisoners experiencing mental health issues.

Mental health services are available at HMP Holme House for a wide range of individual needs, up to 95% of our Young Adults will display behaviours indicative of suffering mental health challenges. The mental health teamwork with numerous young prisoners in addressing health issues tailoring individual care plans in accordance with individual requirements. In addition, HMP Holme House has the neurodevelopment pathway available which offers Young Adults access to secondary care providing support for learning difficulties, speech and communication deficits. Furthermore, HMP Holme House can provide access to a learning disability psychiatrist to offer more bespoke interventions.

# Foreign National Prisoners

Foreign National prisoners with visitors from abroad can save up their visiting orders and use them when their visitors are in the country. Visitors from abroad will need to present valid Identification on arrival at the establishment before any visit takes place.

## Foreign National PIN credit

Prisoners can put in an application for a foreign national pin number. This is a separate pin number and can include up to 20 numbers and they can have up to £50.00 phone credit on this account.

## International PIN credit

To be eligible for the £5.00 phone credit per calendar month they must not receive any social visits whilst in custody.

# Safer Custody

We understand the concerns that families outside may have and the limitations on contacting their loved ones. The prison offers a Safer Custody Line, which families may use to let us know about any concerns they may have about their loved one. The line is staffed from 08:30 to 16:30 Monday to Friday, but you can still call outside of these times, as the call will be transferred to our Communications Room where your call will be directed to a manager to so that they can be acted upon. You can also contact Safer Custody by email on: [SCHolmeHouse@justice.gov.uk](mailto:SCHolmeHouse@justice.gov.uk)

If an individual is struggling to cope and it is felt that the direct intervention of family members could be beneficial, we can facilitate individual visits which take place outside of visits hours.

Safer Custody Line: 01642 744355

In an emergency, please contact the switchboard on 01642 744000 and you will be transferred to a manager who will act upon concerns raised.

**Violence Reduction**

HMP Holme House has many ways to reduce violence and support prisoners in our care. We have weekly Safety Intervention Meetings (SIM), this is a multi-agency approach where we address individual issues.

By identifying this group, interventions can be targeted to better support them, using psychological therapies and pro-social modelling by staff. It is important to note that environmental factors within prisons can also be a catalyst for this behaviour.

Challenge, Support and Intervention Plans (CSIP) will be used to refer and manage prisoners likely to be a higher risk of violence. Those Young Adults subject to referrals and plans will be discussed at the weekly SIM meeting.

The CSIP model focuses on those who pose a raised risk of being violent and works to change their behaviour.

Someone with “a raised risk of being violent” is generally an individual who poses a higher risk of being violent that the general population of your prison.

CSIP represents a multi-disciplinary approach. It is centred around the needs of the individual, providing them with the right support to improve and manage behaviour.

**Safeguarding Children**

***Keeping children safe in a prison environment is a key priority.***

*If a concern is raised, we have a protocol in place whereby we hold a meeting with the Safeguarding Team within 48 hours to discuss the concern and where appropriate we would make contact with the visitors, residents, social services and or the police depending on the concern that has been raised.*

*In order to be able to attend a course or a family event, all residents have to be checked for any offences against children. Whilst attending a parenting course people are asked to sign a disclosure to remind them of the statutory rules around safeguarding.*

**Safeguarding Policy**

The purpose of this policy:

* To provide protection for the children, young people and vulnerable adults who reside or visit the prison.
* To provide staff and volunteers with the relevant training, guidance and support to follow the processes and procedures set out in the Public Protection Policy in the event that they suspect that a child, young person or a vulnerable person may be experiencing, or be at risk of harm.
* HMP Holme House believes that a child, young person and vulnerable person should never experience abuse of any kind. We have the responsibility to promote the welfare of all the children, young people, and vulnerable adults and to keep them safe from harm. We are committed to practice in a way that promotes them.

HMP Holme House recognises:

* The welfare of the children, young people and vulnerable adults is paramount.
* All children, young people and vulnerable adults regardless of age, disability, gender, racial heritage, religious beliefs, sexual orientation or identity have the right to equal protection from all types of harm or abuse.
* The need to work in partnership with children, young people, vulnerable adults, their parents, carers and other agencies is essential in promoting young people’s welfare.

Further details regarding the full Safeguarding Policy available on request

Safeguarding forms as are available in the Visitor Centre and Visits Hall if you have concerns about a prisoner. Please speak to staff who can assist you in these areas.

HMP Holme House Safeguarding Lead is the Head of Safety, Kate Duncan, [kate.duncan@justice.gov.uk](mailto:kate.duncan@justice.gov.uk).

# Development objectives for 2023/ 24

* We will continue to evidence face to face meetings with prisoners and visitors every 6 months.
* Offer extended visits to families and protected characteristics groups.
* Act on family feedback from extended visits and Visitor Voice meetings.
* The management of information of the number of prisoners who do not receive visits is updated at 6 monthly intervals, evidence to be provided that this is being recorded on CNOMIS.
* Offender Management and other agencies to involve families in sentence planning process.
* Safer Prisons to involve families or significant others to support prisoners.

## How will we do this?

* FaSO Lead will evidence quarterly meetings.
* Family support and Nepacs continue to provide family days, in addition to protective characteristics.
* FaSO Lead will evidence monitoring of feedback from meetings.
* Residence team to ensure Keyworker is aware of need to discuss FaSO.
* Families will be invited to events to celebrate the prisoner’s success.
* Safer Prisons team to invite families or significant others to ACCT reviews or provide palliative care support.
* We will create an action plan to monitor and improve services for Families and Significant Others.

## How will we communicate this strategy?

This strategy will be formally published, and we will also publish:

* Notice to staff to ensure that all staff are aware of our Vison and ethos and responsibility to read it and adhere to the principles. The notice will also guide staff to the location of the policy on the shared drive.
* A notice to prisoners which will inform them they can access a hard copy of the document.
* The strategy will be disseminated to all Peer Representatives and discussed at the Prisoner Consultative Committee meetings following its publication.
* Hard copies will be available on all wings, library and in the Visitor Centre.
* FaSO Strategy will be available on Nepacs and Gov.uk websites.

## What supports this policy?

* Decency walks and feedback from wing meetings.
* Actions are tracked by the Senior Management Team, and this data is used in Bilats with line managers.
* Governance meetings for providers such as Healthcare and Education where partners and owners are held to account.
* Policies (Local and National).
* Health and Safety manager inspections.
* HMIP.
* IMB monthly report.
* Operational procedures embedded in this policy will be reviewed annually.
* Management checks.
* Analysis of Visitor Surveys and Visitor Voice meetings.

# Conclusion

Studies have shown that:

Prisoners are less likely to re-offend if relationships remain stable during their sentence.

Supporting prisoners through families or significant others can help improve relationships and give hope for the future. HMP Holme House will continue working alongside partner agencies within the prison and in the community.

Head Of Operations

Greg Jones

Head of Offender Management

Pete Dineen

FaSO Lead

Chloe Lincoln

FaSO Champion

Liam Wallas

NEPACS Manager

Hilary Askin

Family Support

Rachel Rowland

**Contact Details**

Head of Reducing Reoffending Lead for Families and Significant Others:

Email [chloe.lincoln2@justice.gov.uk](mailto:chloe.lincoln2@justice.gov.uk)

Head of Operations

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

Head of Offender Management

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

Families and Significant Others Champion:

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

Nepacs Manager

[Haskin@nepacs.co.uk](mailto:Haskin@nepacs.co.uk)

Family Support Worker

[Rachel.rowland@justice.gov.uk](mailto:Rachel.rowland@justice.gov.uk)

Our postal address:

**HMP Holme House**

**Portrack**

**Stockton-on-Tees**

**TS18 2QU**

If you think the prisoner is at immediate risk please call the switchboard on 01642 744000 and ask for the Orderly Officer and explain that your concern is an emergency.

If your concern is urgent but not life-threatening, please call the Safer Custody Helpline - 01642 774 355 or contact the prison safer custody team using the web form (the team will pick up all contact forms within 72 hours):  
 <https://www.prisonersfamilies.org/hmp-holme-house>

You can also fill in a concern slip in the Visitors’ Centre.

Our Nepacs visitors centre and family support teams are also available to help with any issues that you may be finding difficult during this time or if you have any concerns about a loved one in the prison. They can be contacted by telephone 01642 744080 or 01642 744418 (between office hours only).

1. Visitors under the age of 16 must be accompanied by an adult, who must adhere to the ID requirement set out above. The accompanying adult has responsibility for the child, for supporting the child’s relationship with the prisoner, and for giving assurances of the child’s identity. [↑](#footnote-ref-1)