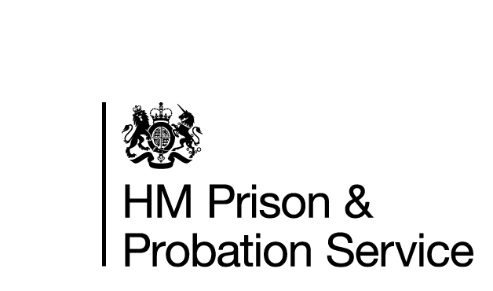
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Families & Significant Others Strategy & Information

Reviewed

January 2024

***Introduction***

HMP Gartree recognises the importance of a prisoner’s family. These relationships are a key factor in preventing re-offending and reducing the likelihood of inter-generational crime.

In partnership with PACT (prison Advice and Care Trust), we Support prisoners to develop meaningful and constructive relationship with their family or significant other. We ensure that all prisoners are aware of the available avenues to assist them in maintaining appropriate relationships with their families which will allow them to develop meaningful and constructive relationship prior to release.

We recognise that not all relationships between a prisoner and his family are positive and that some family members may sometimes be the direct or indirect victims of a prisoner’s offence or may have acted as an enabler contributing to a prisoner’s offending. Where this is identified staff & key workers will work closely with the Offender Management Hub and partner agencies to ensure any public protection arrangements are maintained to protect victims.

We are committed to ensuring HMP Gartree is a place of safety and reform, recognising the need to provide those in custody with a stable environment. We aim to provide hope and opportunities to change their behaviour and turn away from a life of crime. We believe relationships with families can play a key role in achieving this goal.

***Our intent is to offer better quality and more meaningful services for the prisoners at HMP Gartree and their families & significant others.***

Governing Governor

Rachel Martindale

Family Services Lead (HMPPS)

Amy Faulkner

Family Services Champion (HMPPS)

Victoria Bowen

Family Engagement Manager (PACT)

Hannah Woods

Family Support Worker (PACT)

Clare Wheatley

***Lord Farmer’s report***

In September 2016 Lord Farmer report, the Importance of Strengthening Prisoners Family Ties to prevent re-offending and reduce intergenerational crime in partnership with the membership charity Clinks, was commissioned by the Government to investigate how connecting prisoners with their families can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.

The Farmer report was published on 10th August 2017 and made 19 Recommendations that put family and significant others at the heart of prison reform. It supports efforts to improve the relationships between prisoners and their families or significant others and the services that are provided.

Lord Farmer recommended the development of performance measures that will hold Governors to account for positive family work outcomes. These measures will be used to demonstrate how the prison and family services support the enhancement of relationships in preparation for prisoner’s release and positive reintegration into society.

According to the Lord Farmer report, ‘Family should be the ‘golden thread’ running through the processes of all prisons, as well as in the implementation of standards presented in the Prison Reform White Paper - Public protection, Safety and Order, Reform and Preparing for life after prison.

Lord Farmer’s report referred to a ‘local family offer’ recommending that all establishments deliver and develop provision in the following areas and that these are reflected in their local strategies which should be a minimum offer:

• Visitor Centre/Visitor Reception Services

• Staffing structure to ensure family work represents as an operational priority

• Extended Visits – to enable supportive relationships to flourish

• Family Learning – to equip prisoners to maintain and improve relationships

• “Gateway” communications system – to demonstrate how the establishment have responsive communication systems in place for families

HMP Gartree and our partners are committed in driving forward the family and significant other’s agenda considering the Lord Farmer review.

“The Importance of Strengthening Prisoners’ Family Ties to Prevent Re-offending and Reduce Intergenerational Crime”

***Family Services Provisions provided by PACT.***

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.

Our vision is of a society that understands justice as a process of restoration and healing, that uses prisons sparingly and as places of learning and rehabilitation, and that values the innate dignity and worth of every human being. 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 and social care.

You can find our volunteers and staff in courts, prisons, probation services, and in communities across England and 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.

Pact’s Visitors’ Centre located at HMP Gartree 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. As in all our services, Pact offers an inclusive service, with staff who are culturally sensitive and responsive to the diverse needs of prisoners and visitors

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 visit’s 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 may also be able to accompany particularly nervous visitors through the security checks on their first visit.

We provide a welcoming environment for prisoners’ families and friends and ensure that visitors feel they can ask for any advice and information they need before and after their visit. As well as providing a friendly visiting space, a key outcome of this service is to link families with support in the community so that they can address issues outside of the prison including finance, debt, housing, mental health, domestic violence, childcare, parenting and more.

Our staff team also act as a vital support point for visitor’s post- visit where the visit has not gone well, or they have concerns about the prisoner. Our staff can then liaise with Safer Custody and other teams within the prison where concerns over prisoner safety are shared.

Pact works closely alongside the prison to provide staff and resources to ensure that visitors have access to all the information they need in accessible formats. We also provide toys and activities for children to make the visiting process less distressing for them and we can also organise family days and child-centred extended visits.

***Understanding & Supporting Family Needs.***

**Understand**

***Icon

Description automatically generated***To tailor the delivery of family practice at HMP Gartree and ensure its effectiveness we need to understand the needs of the population. To achieve this, we will conduct regular information gathering exercises from which we can identify key areas.

To improve this, we will include.

* Annual establishment needs analysis which will be shared with PACT to help inform the service provision and ensure alignment with need.
* 2 visitor surveys per year.
* Forums with the families and/or significant others of prisoners held in our care.
* Forums with prisoners held at HMP Gartree
* OMiC Key worker and POM feedback sessions linked to sentence plans
* HMIP, MPQL and OSAG visits for independent audits of our delivery



A family member or significant other being in custody can often cause significant upset to families, particularly children and dependents. As a result, it is vital that we support the family unit as soon as possible.

Providing key information and support at the point of arrival for both prisoner’s and their families is critical to maintaining family ties effected or displaced by custody.

HMP Gartree will achieve this via:

Prisoners

* Screening for issues during the reception and 1st night process. Where issues are identified they are either resolved (where possible) or signposted to the appropriate agencies who can help.
* Providing effective and practical information to new arrivals to support and facilitate their communication needs with their families and significant others including:
  + PIN phone process and communications compact.
  + Prisons mail system.
  + E-mail a prisoner.
  + Prison Voicemail.
  + Visiting times and process.
* Providing effective and practical information to new arrivals to help them adjust to HMP Gartree and the environment.
* Providing peer-led advice and support from the point of arrival.
* Ensuring that where safe to do so contact is made with families or significant others on arrival into custody via the facilitation of a phone call, or any needed phone calls.
* A focus from keyworkers on family contact.

***Substance misuse***

Working with families is key to HMP Gartree’s approach to tackling substance misuse. We will engage with families, friends, and peers to help our men develop networks that will support them to avoid substance misuse. HMP Gartree’s substance misuse strategy aims to tackle the demand for drugs alongside restricting supply, as it is only by reducing the market for drugs within prison, that we will be able to reduce their availability. Reducing the demand for drugs relies upon prisoners understanding the consequences of drug use, both within the prison and the wider risks to themselves and their families, whilst offering opportunities that provide purpose and direction.

Lord Farmer’s review of the importance of prisoners’ family ties, highlighted links between family relationships and the use of illicit drugs. The role of families and fellow prisoners is acknowledged and understood at HMP Gartree and our attempts to support men to make and commit to good decisions and use positive influences is vital.

HMP Gartree acknowledges that drug misuse can also affect families and friends, as they try to support prisoners and can often find themselves under pressure to get into debt or to convey drugs into prisons. HMP Gartree will draw on a range of resources and provide education and awareness campaigns to help our men and their families and significant others make good decisions, including careful guidance about the risks of emerging harmful substances.

***Families***

* Providing positive and practical key information to families through documentation and via communication with PACT such as
  + Methods of communication.
  + Transport and travel information.
  + Location and geographical information available through the PACT support workers based in the visits centre.
  + Visiting times and process.
* Supporting families who are experiencing difficulties with either emotional support or practical advice.
* **A 24hr safer prison phone line 01858 426886 where families can raise concern about loved ones and receive contact from staff in return to address these concerns and fears.**
* Staff trained to support positive family relationships and recognise negative ones.

**If you are concerned that there is an imminent risk of danger to a prisoner and you wish to speak to a staff member to raise this concern, then you can call the switchboard: 01858 426 600.**

**The staff member answering the phone will not be able to discuss the prisoner with you, but they will immediately pass your concern onto a senior member of staff for action. We aim to address any issues raised in this way immediately and will let you know what the outcome is should you leave your contact details.**

***Developing and maintaining positive relationships***

The development of family relationships will be a key element of sentence planning in both activity and targets set by prison offender managers (POMS) This will also be supported and driven weekly by Key workers under OMiC implementation. POMs and Key workers will identify relationship issues

where they arise and offer practical solutions and support to empower prisoners to take ownership of and improve relations with their families and significant others. They can draw on several progressive activities and advice/support services in this area where there is a need, such as:

* ******Financial and debt services or education
* Story book dad
* Translation services
* Religious and emotional support via chaplaincy
* Health or substance misuse interventions and treatment
* Legal phone calls or Rule 39 legal correspondence

***Text

Description automatically generatedMaintaining relationships***

Maintaining a positive relationship with family and significant others can be challenging when in custody for all concerned. As such it is important that HMP Gartree offers as wide a range of communication methods as possible, to allow for the maintenance of already established relationships and to build on developing relationships. Likewise, to support reducing reoffending risks for prisoners, to deliver support and reduce the risk of intergenerational crime for families. It is important that prisoners held at HMP Gartree are encouraged to maintain regular contact with their families and significant others.

“Staying involved”

To ensure positive relationships are maintained, it is imperative that a whole family approach is applied to family decision making. Too often prisoners are not consulted about or involved in significant, or milestone decisions being made by their families and as such are at risk of becoming detached or separated from the family unit. Particularly where long periods of separation occur. Examples of such decisions include:

* Choice of schools or further education centres for children.
* Children’s exam options.
* Children’s school issues.
* Housing location or location moves.
* Financial decisions.
* Health matters.
* Faith-based milestones or decisions.

***A group of people standing in front of a sign

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To assist prisoners in returning to a stable pro-social family and protective setting on release, it is crucial that we encourage the family to include prisoners in important family decisions and maintain their valuable role within the family unit.

Where it is identified that difficult, prolonged, or complicated discussions are necessary for the family. HMP Gartree and PACT will facilitate sessions in a suitable environment. These sessions can be supported as required with professional advice linked to the issue i.e.

* Relationship counselling
* Debt advice
* Educational advice
* Psychology
* Health advisors

***Icon

Description automatically generatedBreaking down barriers***

The creation, development and maintenance of effective, positive, and meaningful family relationships can often encounter difficult barriers or total breakdown for men coming into a custodial environment. There could be several reasons why this is happening so therefore it is critical that as an establishment we are aware of when this occurs at the earliest opportunity, the reasons behind it and where possible find a way to overcome these issues.

***Being aware***

Being aware of relationship issues or breakdown can be difficult and often prisoners are unwilling to disclose this information. Sometimes men are unaware that any breakdown is happening or has taken place. As such, the relationships, rapport building, and trust developed by key workers and POM’s is vital to ensuring that disclosure is achieved.

Key workers will track and evaluate family situations during their regular supervision sessions under OMiC and where indicators are found to suggest family issues, explore this with the prisoner. They will check for prisoners who appear to be socially isolated (not receiving visits or making phone calls) which could be a sign of relationship breakdown and make relevant POMS or Barnardo’s aware as well as offering support and where needed referring for mediation for prisoners with difficult family relationships.

***Understanding the issue***

Once a key worker has identified that a relationship breakdown is occurring, has occurred, or established current barriers it will be their responsibility to explore fully with the men and gain understanding and viewpoints. It is important for the key worker to explore issues and feelings as this can often be misunderstood due to a lack of key information or subject to underdeveloped thinking skills.

Once the key worker has a full understanding of the situation, they are required to consider it in consultation with the public protection team and POM, so that they are fully aware of any legislative requirements in place to protect victims or official requests for non-contact.

If no communication barriers exist, then the Key worker or POM will liaise with PACT who may contact the family member to ascertain their viewpoint. This allows for a full 360 view of the current situation which he can discuss with the POM to establish any effective solutions. This could be a phone call or assisting a prisoner to reach out via email or letters.

***Overcoming issues***

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Description automatically generatedThere are several issues that prisoners could experience affecting their ability to maintain effective family relationship and contact. As such there cannot be a single fix applied to resolve these. Each issue, or collection of issues require a bespoke solution to be applied by the Key worker, this then being further supported by PACT to overcome or improve the current issues. Primary to this is ensuring that the prisoner (where possible) is fully aware of all the reasons that are contributing to his difficulties and is supported to develop an effective plan in overcoming these with the support of his key worker.

Examples of issues experienced by prisoners include:

* Non-contact requests by partners or family members
* Social stigma of certain offences and families’ reactions to these
* Victims within the family
* Domestic violence
* Ability to visit effective by financial circumstances
* Relationship or marriage breakdown
* Cultural views

***Care Leavers***

A care leaver is someone who has spent time in the care of the Local Authority. Eligibility for Local Authority services depends on when and how long someone was in care.

We sometimes also use the term care experienced people.

What do we know?

Transition to adulthood is a difficult time for many young people. It can be especially so for young adults who have been in care. Often, they are without emotional, financial, and personal support from parents and other family.

Compared to the general population care leavers are:

* less likely to be in education, employment, or training - over a third of 19-year-old care leavers are not in education, employment or training1, although, with support, many achieve success in education and training in later life.
* more likely to be attempting to live independently - some are unable to remain in their placements beyond the age of 18. They are therefore likely to experience compressed and accelerated transitions to independence.
* more likely to have a criminal conviction and may have experienced unnecessary criminalisation. Care leavers are estimated to represent between 24% and 27% of the adult prison population. This is despite less than 1% of under 18s entering local authority care each year.

Young adults in the criminal justice system who are care leavers may need more support to help their transition to adulthood. They may also need help understanding differences between youth and adult justice systems.

***Personal Advisors***

* Eligible care leavers up to their 21st Birthday will have a personal advisor from the local authority who were responsible for them when they were in care. From April 2018 the support of a personal advisor is available for those who want it until their 25th birthday
* Personal advisors take on the role of ‘corporate parents’. This means, in simple terms, that they should carry out as many of the roles that they can that a parent would. They cannot do this alone and we need to work with local authorities to support them in this role. The principles of corporate parenting are attached at annex A.
* Personal advisors can offer support by maintaining contact, writing a pathway plan, financial support, Supporting Probation Offender Managers through Sentence Planning Process
* There is a requirement for them to visit their care leaver every 8 weeks.
* Eligible care leavers will have a pathway plan which is very similar to a sentence plan, it will highlight areas of assistance and will be used to record progression and achievements made, similar to a progression plan.

*What this means for our strategy:*

* As ‘corporate parent’ it is essential the personal advisors’ details should be obtained and recorded on P-Nomis
* Developing relationships between the prison and the PA often helps to support and manage care leavers through custody and prepare them for release so look at processes to ensure these relationships develop (often with Key worker, Prison Offender Manager, or community Offender Manager)
* Although they are professional, they also take on the role of ‘parent’. This should be considered when family members are invited to be involved in prison activities for example ACCT reviews, post programme reviews, celebration events.
* They may have known the young for a long time and may be a source of support and information.

***Visits***

* Care Leavers may not have visits from family members for several reasons.
* Their Personal Advisor is required to visit every 8 weeks.
* Care leavers may not have anyone other than their PA visit them.
* Because of this they may be socially isolated and subjected to victimisation.

*What this means for our strategy:*

* Often the only means for Personal Advisors to visit is via Legal or Professional Visits. Chances are you won’t even be aware they are visiting. Feedback around these visits suggest that sometimes the care leaver will not attend as often we don’t tell them who is visiting and they think it’s the police so refuse to attend.
* Both PAs and care leavers tell us that their preference would be to meet on a social or domestic visit – it may be the only visit the young person has and as such the only chance of a ‘normal’ visit where they can be in a more relaxed setting and have a drink and a kit Kat perhaps!
* Sometimes a joint visit in OMU with the PA and the OS is a good option – for example to discuss their sentence / pathway plan or for release planning.
* Sometimes the PA may be the only person who can bring the care leavers younger siblings to visit. We may want to think about a different setting if there are sensitivities around this meeting for example the first time they have met for some time, or if their sibling is being adopted.
* Best practice would be to offer a range of options depending on the circumstances and be aware of the obstacles and try to find ways of overcoming them for example the PA may need to visit in different capacity at different times so some flexibility is needed.
* Consider how volunteer schemes can be used to provide visitors to those who don’t have them.
* Consider how pen pal schemes, email a prisoner, prisoner voice mail, video conferencing could be used to improve outcomes for care leavers.

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***What this means for our strategy:***

* Ask for pathway plan (with Care Leavers consent) which may provide helpful background information such as relationships, next of kin, and any relationships with family members which we could support in strengthening.
* Ensure regular feedback is provided to PA.

***Family***

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* Care Leavers may not have a traditional family as we know it and there may be some important, supportive relationships with people who are not immediate family or indeed related to them at all.
* They may still be in contact with their birth parents and have a relationship with them.

***What this means for our strategy:***

* Consider each person’s individual circumstances when making decisions for example, visits to dying relatives, funeral applications. An aunt or grandparents for example, may have been the only stable relationship for someone in care even if they were not ‘loco parentis’. Even long-term family friends may have been that only constant. Their Personal Advisor will be able to advise.
* Acknowledge the family they still have and encourage / facilitate those links where possible and appropriate under the guidance of the local authority.
* Accept they may want to reconnect with their family, and this may be an emotional time.
* Their Personal Advisor may be their only family.
* Think about how we can create ‘safe proxy family support’. This could include peers, buddies, prison visitors.

***Other Areas to Consider***

Care leavers are a vulnerable group. We need to think about how we can minimise the impact of their experiences whilst in our custody**.** Inconsistency is not helpful, alongside potential trust issues. Due to this we may need to work harder to ensure we facilitate opportunities to develop or strengthen relationships.

**What this means for our strategy:**

* The appointment of care leaver lead and champions.
* Listen to our care leavers – consider setting up a support group.
* Consider providing care leaver awareness training for staff.
* Develop links with Local Authorities.
* Send representatives to Regional Care Leavers forum if there is one in our area.
* Get involved with our local authorities Corporate Parenting Group.
* Consider Care Leavers as a protected characteristic – ensure our policies do not disadvantage them? Involve organisations who have expertise with care leavers e.g. PACT, SOVA, Care Leaver Association, Coram voice.

***ISP and IPP Prisoners***

There are two types of ISPS in Prison, those serving Life Sentences (ISP) and those serving IPP sentences. Both groups of Prisoners must serve a minimum period known as the “tariff” before being eligible for release and only then if the parole board assess that their identified risks may be safely managed in the community. In custody both groups are managed similarly, with both requiring assessments via OASys and an Individuals sentence plan. The IPP sentence was abolished in December in 2012, but not retrospectively, which means that those serving these sentences will continue to do so in custody until released by the parole board. Due to some of the complex behavioural issues faced by many ISP and IPP Prisoners and difficulties settling into their sentences and accessing Offending Behaviour courses and PD pathways they may have to serve beyond their minimum tariff. Prisoners who receive an indeterminate sentence will need close support, particularly during the early stages of custody. As with other Prisoners, newly sentenced ISP prisoners present a higher risk of suicide or self-harm.

***What this means for our strategy:***

* Nominate a staff and prisoner IPP ‘Lead’ through which communications, advice and activities can be channelled.
* Staff and prisoner IPP ‘Leads’ to ensure all IPP prisoners newly arrived in the prison have an introductory conversation, covering how the prison can support their efforts to make progress in their sentence.
* Staff and prisoner IPP ‘Leads’ to meet regularly, to discuss any issues and actions.
* Produce and deliver an Indeterminate Sentence Prisoners (Life and IPP) Strategy and Action Plan, to improve the prison’s ability to support the progression of prisoners.
* Provide appropriate support to Lifers and IPP prisoners in the lead up to a Parole hearing including, for example, mock Parole Boards.
* All Parole Board decisions to be delivered and discussed, in person by a POM (or Key Worker if not available), especially where immediate support is required, following a negative decision. Staff to ensure follow up engagement and support is provided, to reduce likelihood of the set-back affecting future progression prospects.
* Key Workers and Offender Supervisors (or POMs) to focus on preparing individuals for new environments, where Lifers/IPP prisoners have secured a move to open conditions, or a release decision
* Engage/include families and significant others in the support and progression of IPP prisoners and Lifers.
* Hold at least two IPP forums/community days per annum, ensuring attendance from members of staff from functions affecting progression, and prisoners’ families where possible.
* Establish advice and support groups for IPP prisoners, and appropriate prisoner mentors for individuals to access. Families & Significant Others Strategy 21
* All staff working with IPP prisoners to have awareness briefings on the challenges experienced by IPP prisoners and on current available initiatives to support progression.
* Prison to collate and share data and information on the prison’s IPP population to the SMT, regularly, for wider dissemination by all SMT members.

***Visitors Centre & Visiting Experience***

HMP Gartree has a visitor centre that is located outside the prison entrance. The centre is operated by PACT. The team will meet and great, take care of the booking arrangements, explain the visiting process, and help with any questions or anxieties your may have.

***Our visits centre offers.***

* Booking in visitors.
* Availability to purchase tokens to spend in main visits hall offering hot/cold drinks and snacks.
* Toilet and baby change facilities with disabled access.
* Internal play facility and activities, with child play workers.
* Information /advice/guidance leaflets.
* Lockable lockers (refundable charge).
* Highchairs.
* Data collection.
* Signposting services i.e., housing, finances.
* Provide arts and crafts activities, structured play and learning for children which is engaging and stimulating during family visits and family days.

***Visit Days***

Visits are Tuesday, Thursday, Saturday, and Sunday and are from 2pm to 3:30pm.

The visits centre is open from 1pm and you must be booked in by 2:45pm or you may be refused entry into the visit’s hall.

***Booking a Visit***

All visitors aged 16 or older must prove their identity before entering the prison.

To visit someone in Gartree you must:

* be on that person’s visitor list.
* book your visit in advance.
* have the [required ID](https://www.gov.uk/guidance/gartree-prison#entering-gartree) with you when you go.

At least one visitor must be 18 or older at every visit. (***Please see Annex A for further guidance***)

**You will need:**

* the name and date of birth of the person you would like to visit,
* their prison number,
* dates of births for all the visitors coming with you, including children,
* the dates and times of the requested visits and the Visiting Order number if you have one.

***Online***

You can [book your visit online](https://www.gov.uk/prison-visits) (<https://www.gov.uk/prison-visits>)

***Telephone***

You can book your visit by telephone, Monday to Friday, 09:00am to 14:00pm  
Booking line: 01858 426 727  
***email:*** [socialvisits.gartree@justice.gov.uk](mailto:socialvisits.gartree@justice.gov.uk).

***Getting to HMP Gartree***

The closest railway station is Market Harborough which is about 4 miles from the prison. From the station, you can get a bus straight to the prison or you can get a taxi.

To plan your journey by public transport:

* use [National Rail Enquiries](https://www.nationalrail.co.uk/)
* use [Traveline for local bus times](https://www.traveline.info/)

There is limited parking at the prison including spaces for Blue Badge holders.

***Help with the cost of your visit.***

If you get certain benefits or have an NHS health certificate, you might be able to [get help with the costs of your visit](https://www.gov.uk/help-with-prison-visits), (<https://www.gov.uk/help-with-prison-visits>) including:

* Travel to Gartree.
* Somewhere to stay overnight.
* Meals.

***Entering the Visits Hall***

The visits hall has a small canteen shop with a selection of snacks alongside hot and cold drinks. Unfortunately, at this time we cannot offer hot food/meals during social visits, but this is something we are keen to develop in the future. You can purchase tokens from the visits centre to spend in the visits hall as money is not permitted.

All visitors will need to be given a pat-down search, including children. You may also be sniffed by security dogs. Gartree has a strict dress code policy (See Annex B)

If you are a first-time visitor, you will be informed of the process by the local PACT team before the start of your visit. If you break the rules, your visit could be cancelled, and you could be banned from visiting again.

***What can I bring in for my children?***

You may bring in:

* dummies,
* baby wipes,
* nappies,
* milk powder,
* prescribed medication.

Please note that some of these items may be bagged and tagged in the Visitors’ Centre prior to entry into the prison.

**For prohibited items please see Annex C**

***Keeping in touch with someone at HMP Gartree***

There are many ways you can keep in touch with someone during their time at Gartree.

***Family Days***

We aim to run 12 family days a year. The aim of the family days is to prepare our men for release by offering them the opportunity to keep in touch with their families, and perhaps to begin to mend some broken relationships. They can be particularly helpful for siblings/ children who can be distressed and confused by their father’s absence. In addition, specific specialist unit family days are also accommodated.

***Secure video calls***

Secure video calling is available at this prison. Family and friends will need to download the Prison Video app, create an account, register all visitors, and add the prisoner to their contact list.

<https://www.gov.uk/guidance/visit-a-prisoner-using-a-video-call>

***Phone calls.***

Prisoners have phones in their cells and can make calls whenever they are in their cells. Phones do not accept incoming calls so they will always have to call you. They must buy phone credits to do this.

They can phone anyone named on their list of friends and family. This list is checked by security when they first arrive so it may take a few days before they are able to call.

Officers may listen to phone calls as a way of preventing crime and helping keep people safe.

***Email***

You can send emails to someone in Gartree using the <https://www.emailaprisoner.com/> You might also be able to attach photos and receive replies, depending on the rules at Gartree.

***Letters***

You can write at any time.

Include the person’s name and prisoner number on the envelope. If you do not know the prisoner number, use his date of birth instead.

All post, apart from legal letters, will be opened and checked by officers.

***Send money and gifts.***

You can use the free and fast <https://www.gov.uk/send-prisoner-money>

You can no longer send money by bank transfer, cheque, postal order or send cash by post.

If you cannot use the online service, you may be able to [apply for an exemption](https://send-money-to-prisoner.service.gov.uk/help/apply-for-exemption/) - for example if you:

* are unable to use a computer, a smart phone or the internet
* do not have a debit card

This will allow you to send money by post.

***Gifts and parcels***

You cannot hand any items into the prison.

Prisoners in Gartree are given a list of items that they can buy from approved suppliers.

They can also apply to have certain items from the ‘facilities list’ sent in by post.

Only items approved by the Governing Governor can you send it in.

Any other parcel will be returned.

All parcels will be opened and searched by staff, x-rayed and sniffed by a security dog.

Make sure to include the person’s name and prisoner number on the parcel.

Friends and families of prisoners are permitted to send books directly to their loved ones, or can order books from approved retailers, which can source and send the books on to prisoners.

Approved suppliers for books - <https://www.gov.uk/government/publications/incentives-policy-framework/incentives-policy-framework-annex-f-sending-and-handing-in-of-books-to-prisoners>

***Story Book Dads***

The prisoner chooses a book and is recorded reading the story. The recording is downloaded onto a computer where music and sound effects are added. The finished story is put onto a CD and then sent to the child.

***DVD Dads***

This is like Story book dads but now a DVD is available, so the child can see as well as hear the story.

***Lily Pad***

A project on the therapeutic community at HMP Gartree has seen the men set up a business writing books for children. The NHS gave a grant to the therapeutic community to create a business enterprise and the residents decided they wanted to provide personalised books for children. As a result, the Lily Pad storybook was set up after approval from the senior management team at the prison.

The men have two options: they can write their own story, draw their own illustrations and the team will turn it into a book or they can pick from stories that have been created by men on the community. It provides a valuable way for the men to do something meaningful for their children.”

***Contract Management Meetings***

The contract management of the Family Services Specification will be managed by the Head of Operations representing the Governor and the Senior Management Team and will manage and measure the performance and quality of the provision being delivered. This data and measurement of performance will be communicated and assessed at the reducing reoffending meetings of which the provider and other key stakeholders will be included and invited to key meetings within HMP Gartree. Data and information collated from meetings, forums and feedback will be evaluated and drive the objectives to support positive outcomes and improved delivery of family and significant needs.

A clear transparent approach will be adopted with the provider offering support, guidance and clarity when required. In addition to monthly regulated and minuted meetings, opportunities for family and significant others to contribute and feedback is important through prisoner and family forums.

Local management information and delivery of service provision will be ongoing to develop measures that aim to quantify the positive development of a family approach and agreed with the provider identifying baselines that evidence what is being delivered against the needs of the prisoners and visitors and work towards continuous improvement of the service.

Agreement will be confirmed how to record agreed performance indicators and contract management information to manage our family services provision? Utilising existing family management information that can be used to determine and evaluate performance and looking at taking into consideration the Farmer recommendations and HMIP expectations. This will drive and determine what actions and objectives we need to take once we evaluate what the data tells us, and we are to monitor progress against the determined actions.

**Annex A**

All visitors to prisons in England and Wales, other than accompanied children under the age of 16, whether visiting for social, or official purposes, are required to prove their identity before entry.

This list defines the accepted forms of ID when visiting a prison in England and Wales.

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, supporting the child’s relationship with the prisoner, and for giving assurances of the child’s identity.

You may use any one form of ID from [List A](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-a).

If you are unable to do this, you can use one document from [List B](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-b) and one form of ID from [List C](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-c).

If you are unable to produce any forms of ID from these lists, you may still be able to [apply under exceptional circumstances](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#exceptional-circumstances).

You are likely to be turned away from the prison if you are unable to produce any of the required ID documents at the time of your visit, or if you have not made arrangements with the prison, prior to your visit.

**1. List A**

* passports
* identity cards from an EU or European Economic Area (EEA) country
* UK photocard driving licences
* EU or EEA driving licences
* 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 forces identity card
* a UK biometric residence permit (BRP)

**2. List B**

One form of ID from this list, together with list C.

* 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)

**3. List C**

One form of ID from this list, together with list B.

* 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)

**4. Exceptional Circumstances**

If you do not have access to the above listed ID, you may still be able to attend a visit with advanced permission from the prison. Please contact the prison direct to arrange this. Contact details for prisons are available on the [prison information pages](https://www.gov.uk/government/collections/prisons-in-england-and-wales).

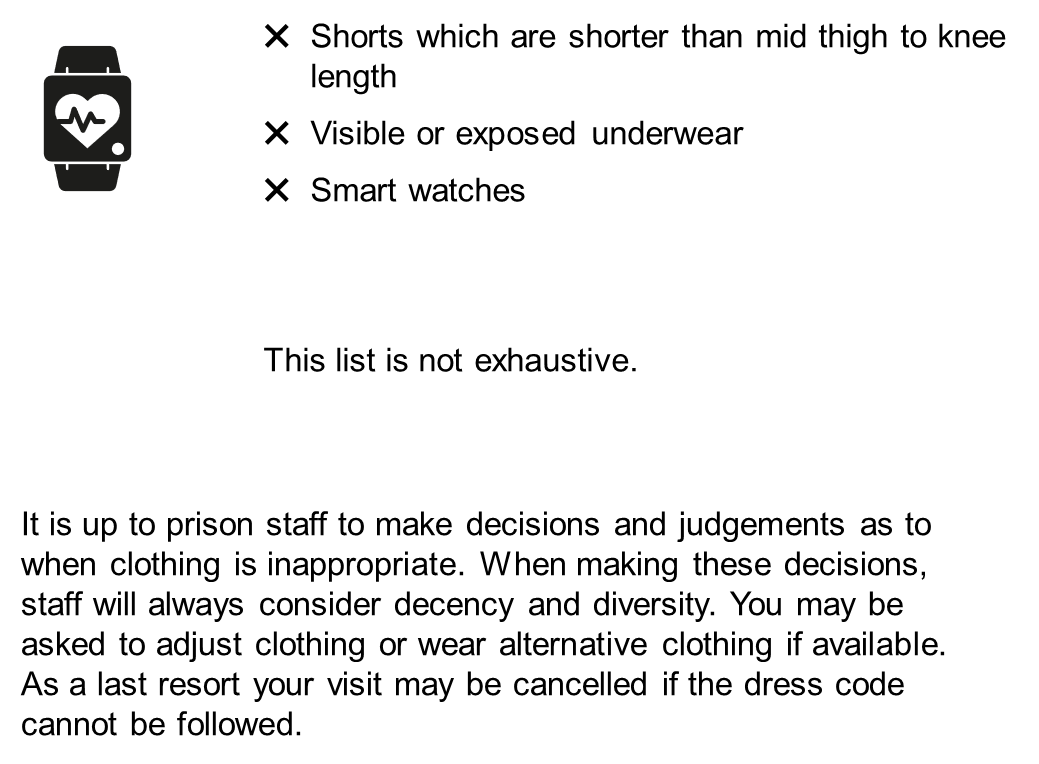
**5. Official Visitors - Acceptable Forms of Identification**

The following documents are examples of acceptable forms of 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 a. a headed document from their legal practice stating that they are representing the prisoner they are requesting to visit, or b. 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 (visits must be pre-arranged)
10. Healthcare staff: NHS photographic identification badge/card or independent sector healthcare photographic identification badge/card
11. This information is from Annex A of the [Management of security at visits Policy Framework: Open estate](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate)

**Annex B**Text

Description automatically generated with medium confidence



Annex N

**Prohibited items list**

Prohibited articles are graded according to their seriousness and perceived threat to security and safety within a prison. Prohibited articles are classified as List A, List B or List C articles:

|  |  |  |  |
| --- | --- | --- | --- |
| **Grading of Articles** | | **Article Type** | **Offences/Penalties\*** |
| A |  | **Drugs**  **Explosives**  **Firearms**  **Ammunition**  **Any other offensive weapon** | * Imprisonment for a term not exceeding 10 years * An unlimited fine * Both. |
| B |  | **Alcohol**  **Mobile telephones**  **Cameras**  **Sound recording devices** | * Imprisonment for a term not exceeding two years * An unlimited fine * Both |
| C |  | **Tobacco**  **Vapes and e-cigarettes**  **Money**  **Clothing**  **Food**  **Drink**  **Letters**  **Papers**  **Books**  **Tools**  **Information Technology equipment** | * The maximum penalty is a fine not exceeding level 3 (currently £1000). |

**List A and B articles:**

A person (including prisoners, staff, social and professional visitors) commits an offence if he / she carries out any of the following listed activities without obtaining prior authorisation:

* brings or throws or otherwise conveys List A or B items in or out of a prison by whatever means;
* causes another person to do so;
* leaves a List A or B item in any place (in or out of the prison) intending it to come into the possession of a prisoner;
* knowing a person to be a prisoner gives a List A or B item to him / her.

**List C articles:**

A person (including prisoners, staff, social and professional visitors) commits an offence if he / she carries out any of the following listed activities without obtaining prior authorisation:

* brings, throws or otherwise conveys a List C article into a prison intending it to come into the possession of a prisoner;
* causes another person to bring, throw or otherwise convey a List C article into a prison intending it to come into the possession of a prisoner;
* brings, throws or otherwise conveys a List C article out of a prison on behalf of a prisoner;
* causes another person to bring, throw or otherwise convey a List C article out of a prison on behalf of a prisoner;
* leaves a List C article in any place (whether inside or outside a prison) intending it to come into the possession of a prisoner;
* or while inside a prison, gives a List C article to a prisoner.

**Authorisations for legitimate use and possession:**

Sound recording devices:

* Solicitors and other legal advisers to prisoners have been issued with central authority to bring and/or possess in prison sound recording devices to allow them to record interviews with their clients.
* They have also been given central authority to take sound recordings out of the prison. There is, therefore, no need for prisons to issue local authorisations for these devices.
* These recording devices can be digital or mechanical devices. They must not contain a camera, video recorder or mobile phone.
* These devices must not be passed to prisoners.
* They must be logged on entry and again on exit to the prison to ensure that they are not left behind.