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**HMP /YOI Winchester**

**FAMILIES STRATEGY**

2024 - 2026

A screenshot of a social media post

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The following document is aimed at what HMP Winchester aims to offer for both Families and Significant others

**Introduction**

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

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

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

HMP Winchester is committed to developing innovative ideas and supporting those who do not have visits to help build or repair relationships or to gain support.

For this document, ‘Family’ is defined as either a relative or significant people that a person in our care identifies as providing a constructive and supportive relationship. The Strategy is published and freely available to families, prisoners, and staff.

Regular ad hoc and structured discussions with key stakeholders, staff, prisoners, and visitors have been an important part of this process to shape the development of our Family Strategy.

**What is the impact of imprisonment on prisoners’ families?**

Where this document refers to ‘families and significant others,’ we are including all positive and supportive close relationships; parents, partners, carers, siblings, close extended-family members, and those who hold significant roles in the lives of our prisoners.

Over ten million children in the world have a parent in prison and Action for Prisoners Families estimates that in the United Kingdom 200,000 childrenhave a parent sent to prison each year. *(200,000 Silent Children Project “The impact of having a parent in prison”)*

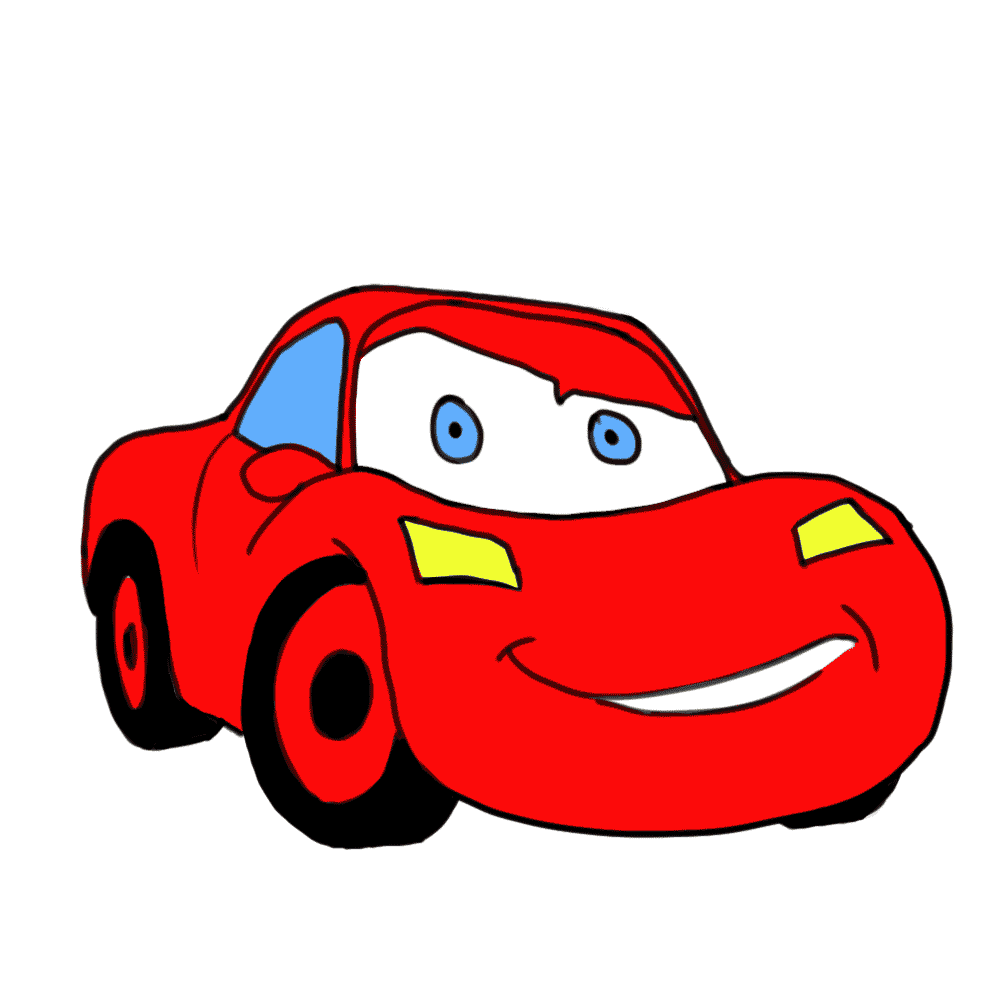
Research has shown that the children of prisoners are three times more likely to take part in anti-social and delinquent behaviour and it is estimated that 65% of boys who have a father in prison will go onto offend themselves.

**Why focus on Families?**

Supportive families are a great resource for prisoners, and they often play a vital role in helping an individual move away from crime. A supportive family can also provide effective protective factors for prisoners at risk of suicide and self-harm. Having a stable family to return to on release or support a transfer to another establishment of lower category, can also encourage prisoners to engage in sentence planning interventions and maintain positive behavior whilst in custody.

Research shows that a prisoner who receives visits from their family is 39% less likely to reoffend within a year than a prisoner who does not receive visits. *(May. C, et al (2008)*.

**Getting to us**



There is only parking for blue badge holders at the prison which is very limited, we do not offer any other parking on site so If you come by car, you will need to park in one of the city centre car parks or use the [Park & Ride](https://www.winchester.gov.uk/parking/park-and-ride/). Buses run every 15 minutes and stop outside the prison. Please note there is no park & ride bus service on Sundays or public/bank holidays.

 For local bus times and routes, you will need to check Traveline.

 Coming by train you will need to use National Rail Enquiries for times. Winchester Prison is about half a mile from Winchester railway station. It is opposite the Royal Hampshire County Hospital. There are regular buses from the station, or you can take a taxi.

**Accessibility**

If you have a disability, please inform the booking officer when you book your visit, so that any special arrangements can be made. Wheelchairs, their users, adults accompanying them, and assistance dogs may need to be searched. Staff who conduct the searches will do so with sensitivity. Visitors who need physical assistance during their visit must be accompanied by another adult. The establishment’s staff cannot offer personal assistance.

There is disabled parking at the gate and no steps from the allocated parking up to the main gate. The Visits Hall is on the second floor, but we can accommodate accessibility visit please tell the booking line when you book your visits. The disabled toilet is in the visitors’ centre.

If you have difficulty visiting the establishment because of a disability you can discuss this in confidence with the Visitors Centre staff on 01962 723260.

EMERGENCY

If you have a concern that there is an imminent risk of danger to a person in our care and wish to speak toa member of staff to raise this concern, then you can call 01962 723000 and ask for the Orderly Officer.

The member of staff answering the phone will not be able to discuss the person with you but will endeavour to address your issues and call you back as soon as possible with an outcome.

If you are concerned about the safety or well-being of any person in our care at HMP Winchester but there is no immediate threat or danger, then you can call the safer custody line and leave a message on 01962 723320 or complete a safer custody contact form on The Prisoners Families Helpline website.

**Contact Us**

Address: Phone numbers:

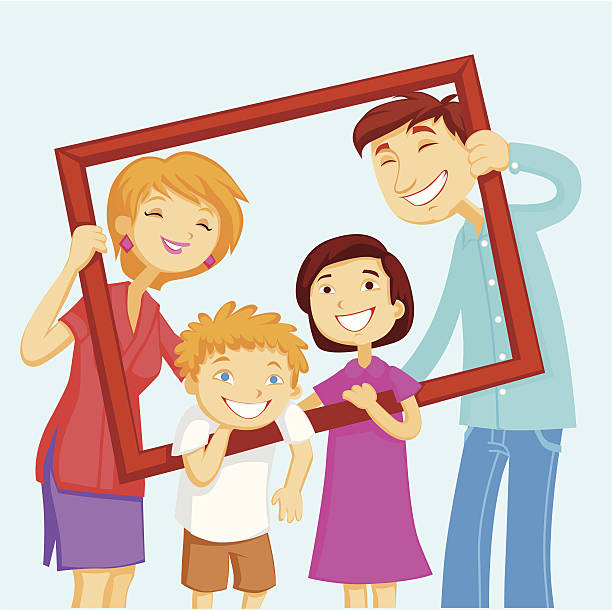
HMP Winchester Switchboard – 01962 723000

Romsey Road

Winchester Visits Booking Line - 0345 223 5514

SO22 5DF Email – socialvisits.winchester@justice.gov.uk

**Your Visit**



To visit someone in HMP Winchester you will need to ask the prisoner to add you to his approved contacts list via an application. They will require your full name, address, and date of birth of each visitor. Once this has been done, visitors can ring the booking line or email to get “verified,” then you will be able to book via online bookings where you will be given a reference number which you need to keep a note of. You will need to book visits at least 72 hrs in advance of your desired visit date. If you turn up without a booking you will be turned away.

**To visit someone in HMP Winchester:**

You will need to bring one of the following forms of identification with you:

-Passport

-Driving Licence

-EC Identity Card

-Employers/Student ID Card

-Bus Pass with photograph

-Red Maternity Book (ID option for children).

If you are unable to produce one of the above,

staff may accept combinations of

three or more of the following:

-Birth/Marriage Certificate

-Bus/Rail Pass with Photograph

-Bank Credit/Debit Card

-Young Persons proof of age card

-NUS Card

-Rent book/utility bill

-Library Card.

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

Financial Assistance with Visiting: If you qualify to receive help with your finances such as benefits, you may be able to recoup all or part of the cost of your travel expenses through the ‘Assisted Prison Visits Scheme.’ As part of your application, you will need to get a secondary form stamped by prison staff to prove your visit took place. You can request a copy of this form at the Visitors Centre.

**Visiting Hours**

HMP Winchester provides visits at the following times:

Tuesday, Wednesday, Thursday 14.30 to 16.00

Saturday and Sunday 2.15 to 3.15 and 3.45 to 4.45

**How to book a visit**

A family can book a visit using the following methods:

Visits booking line Monday to Friday 10.00 – 11:00 & 2.00-3.00 on 0345 223 5514

Online by email, website www.gov.uk/prison-visits

When booking a visit, you will be asked for the following:

-Name and prison number of the prisoner you wish to visit.

-Your own name, address, and date of birth.

-The date you wish to visit.

-The number of people visiting – their names, addresses and dates of birth.

-The relation to the prisoner of anyone under the age of 18 years.

The prisoner is allowed up to five visitors per visit (this can include a maximum of three adults).

Please be aware that you need to be over the age of eighteen to visit a prisoner. If a child is visiting, then they need to be accompanied by an adult.

**Entering the Prison**

All visitors aged sixteen or older must prove their identity before entering.

Visitors, including children, will walk through a metal detector. Security dogs will also sniff you.

Staff will follow the arrangements for searching the person (Searching Policy Framework). The normal routine searching procedure may need to be varied according to the injury/disability of the person.

Winchester has a strict dress code policy, which means visitors should wear smart clothes. You cannot wear large coats, gloves or scarves, hooded tops, revealing clothing such as low-cut tops, shorts, or short dresses, offensive slogans, sports team clothing, ripped clothing, watches, or headwear, other than that worn for religious reasons. In addition, you cannot wear flip-flop style shoes (all shoes should have at least an ankle strap).

There are strict controls on what you can take into Winchester. You will have to leave most of the things you have with you in a locker. Pushchairs and car seats must be left in the designated area by the lockers.

You will be told the rules by an officer at the start of your visit. If you break the rules, your visit could be cancelled, and you could be banned from visiting again.

**In the Visits Hall**

The prisoner will be waiting in the visits hall when you arrive. Normally the prisoner and his visitor(s) sit at a table in an open room, with the other prisoners and their visitors.

Physical contact between the prisoner and visitors is usually allowed briefly at the beginning and end of the visit. The person you are visiting will need to remain seated throughout the visit.

Visitors can get up from the seating area to obtain drinks and snacks from the tea bar or to use the toilet. The toilet is situated outside of the visit’s hall; therefore, you may be required to be searched again before re-entering the room.

A visit may be held under ‘closed’ conditions if there are concerns that the visit may be a risk to establishment security, or if there is a risk of unacceptable or illegal activity taking place during the visit. During a closed visit, the prisoner and visitors will talk to each other whilst seated either side of a glass panel.

**Children**

All visitors under the age of 18 years are regarded as children and must be accompanied on a visit by an adult. This is a requirement of the establishment’s child protection policy. Children must not be left alone anywhere, at any time on the establishment premises, including in the Visitor Centre or in the car park. Prams and pushchairs must be left in the locker area. We allow you take a feeding bottle into visit empty with either factory sealed baby milk or powder to make a bottle up in the visits room. The only baby changing facilities we have are in the visitor’s centre there are none in the visits room.

There are lockers available for all visitors. If you are going to be late for a visit, please contact the Visitors Centre on 01962 723260 as soon as you can. The last entry into the establishment is 30 minutes after the visit start time.

**[](https://spurgeons.org/)Family Services**

**Who We Are**

Spurgeon’s is a national child and family’s Christian charity that create family hubs where we are needed most, providing support with all of family life’s challenges. We work through children and family centres, churches, schools, and prisons.

If you would like to find out more about Spurgeons please visit our website [www.spurgeons.org](http://www.spurgeons.org).

**What We Do**

Locally, Spurgeons provide the ‘Families & Significant Others’ service and have developed a Prison Family Hub at HMP Winchester known as Invisible Walls. Invisible Walls is an award-winning family support service, supporting those affected by imprisonment.

Our aim is to provide support for prisoners and their families, both inside and outside the prison walls, to help families reconnect in a positive way, reduce reoffending, and improve outcomes for the whole family. Our volunteers and staff can be found in the visitor’s centre, visits hall, on the wings inside the prison and within the community.

A banner with text and decorations on it

Description automatically generatedTo find out how we may be able to support you and your loved one please visit the website or contact us on [invisiblewalls@spurgeons.org](mailto:invisiblewalls@spurgeons.org) or by calling the visitors centre on 01962 723260.

**Supporting Visits**

A room with tables and chairs

Description automatically generatedOur aim is to make the visiting process a positive experience for all involved. Staff and volunteers are on hand to provide information, support, and guidance to all visitors on a range of issues. Our visitor’s centre is open for all visits from 1pm and volunteers are on hand to guide you through your visit. When you arrive, you will ‘book in’ at the visitors’ centre. Here you can get free refreshments ask any questions you may have and then volunteers will explain the next steps and where to go when it is time to begin the security process of the visit.

A room with toys and a window

Description automatically generatedFor those visiting with children there is also a family room with toys and activities to entertain the children, as well as baby changing facilities.

A room with a tent and a wall of toys

Description automatically generated with medium confidence

Once inside the visits hall our volunteers will be on hand again to provide refreshments through our tea bar facility and play opportunities to children visiting. For those aged between 2 and 12 years old, we have a play area that families can ‘sign’ their children into. They will be free to come and go between your visits table and the play area throughout the visiting session. For children under two there are baskets of toddler toys available outside the play area and baby bags that can be taken to the table. For those over 12 years old we have a box of tabletop games, card games and activities for the whole family to enjoy which again can be taken to your table.

**Visitor Consultations**

We hold quarterly consultations with visitors. These have been designed as a platform for visitors to voice suggestions that can lead to improvements being made around the visiting experience.

**Family Focused Visits**

A hand writing on a piece of paper

Description automatically generatedWe offer a range of visits (detailed below) designed to provide opportunities for families to maintain ties and build bonds. The dads in custody need to apply for these by submitting a general app to the Spurgeons team. Once approved by the security department and public protection unit, families are sent an invitation letter via email with all details of the visit.

**Family Days**

A person painting a hand

Description automatically generatedA carpet on the floor

Description automatically generatedWe offer monthly family days for all dads with children aged 0 to 18 years. These are of a weekend in term time and midweek during school holidays between 10am and 1pm. These sessions are child focused and a fantastic opportunity for the families to come together and enjoy some quality time. The dads are allowed to move around the space and make use of various activities aimed to provide opportunities to bond with their children. Families are also provided with a cooked lunch to enjoy together.

A group of children's play area

Description automatically generated**Baby Bonding Sessions**

According to need, baby bonding sessions are offered monthly and are an opportunity for dads to spend quality time bonding with their baby. The sessions are designed for those aged 0 to 2 years old and allows dads to be involved in feeding and changing their baby.

A group of people playing a game

Description automatically generated**Homework Club**

These sessions are for Hampshire based, school aged children and take place monthly on a Friday afternoon. Permission to contact the children’s schools is required for families to take part. We contact the schools so that appropriate work can be set, and an approved absence can be granted for the child to attend. We also provide snacks and lots of educational resources and games that can be used during the session.

**Support for Fathers in Custody**

We attend second stage induction within the prison to share details of our service to all men arriving at HMP Winchester.

A close-up of a baby's feet

Description automatically generatedA person putting a baby on a doll

Description automatically generatedWe offer 1:1 support for fathers in custody and a range of interventions that can be accessed:

* Consulting with internal and external services
* Peer support through our dad’s rep volunteers.
* Providing child focussed correspondence materials.
* Parenting courses and workshops
* Parenting self-study packs
* Storybook Dads
* Send a hug home initiative in partnership with Linus UK
* ‘Goodbye for now’ visits and Life Story work
* Two men in grey shirts

  Description automatically generatedCounselling
* Christmas gifting service in partnership with Angel Tree

Families can refer their loved ones to this service by emailing the team on [invisiblewalls@spurgeons.org](mailto:invisiblewalls@spurgeons.org). The men can also refer themselves by completing a general app for Spurgeons.

**Family Resettlement Service**

We have a new pilot project called Beyond the Walls, Behind the Gates. This is a family resettlement service for those in the Hampshire area, supporting individuals prior to release and through the gate into the community. The team will engage with fathers in custody up to 6 months prior to release and offer a bespoke Resettlement workshop and self-study pack that focus on preparing for release. They will also facilitate multi-agency family resettlement meetings, which involve key agencies but are led by your family and loved one, giving an opportunity to express any concerns and hopes for the future, as well as identify areas where support is needed and how this can be met to smooth the transition from custody to community. The Spurgeons caseworker will then continue to support post release through home visits, community visits and telephone support to aid resettlement for up to a period of 6 months.

A couple of people hugging

Description automatically generated

**Support for those not receiving visits.**

We also offer interventions and support for those who do not get social visits during custody. On a quarterly basis we provide a ‘Time to Connect’ session where we invite all those eligible to come together, enjoy some refreshments, have access to social activities and the opportunity to engage with departments working across the prison estate.

**Staying in Touch**



[](http://emailaprisoner.com/)

**Email a prisoner**

If you have access to email, it is possible to stay connected using www.emailaprisoner.com. HMP Winchester operates the ‘email a prisoner’ scheme. Emails from family and friends are printed out and delivered to the prisoner. Email a prisoner enables a family member or friend, anywhere in the world, to send a message to prisoners in the UK from any computer for forty pence per message. The message is delivered to the prison within seconds so that it can be delivered to the prisoner by prison staff the next mail delivery. This service allows families to maintain contact via email and provide a faster and alternative method to letters.

[logo small](http://www.prisonvoicemail.com/)**Prison Voicemail**

Prison Voicemail allows friends and family to contact the prison and leave a voicemail message for a prisoner who can then pick the message up using an individual voicemail pin number, this allows families to leave messages at a convenient time for them without worrying about missing a call. For more information check out www.prisonvoicemail.com.

**By Letter**

To send a prisoner a letter, please print his name and number on the front of the envelope and a return name and address on the back in case there are any issues and/or it needs to be returned.

**Prisoner’s Penfriends**

HMP Winchester offer a penfriend from outside the prison who will correspond with you. They are not a dating agency, and they do not arrange visits. Details of the address are given out by our chaplaincy department during their induction.

**Official Prison Visitors (OPV)**

People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor called an ‘Official Prison Visitor (OPV) who will visit and provide support. This service is offered through the Chaplaincy department.



**Its Story book Dads**

Offering opportunities for prisoners to record audio stories for their children, and to stay connected at special times, birthdays, and festivals.

** Video Visits**

To have a secure video call with someone in this prison you need to:

* Download the [Prison Video app](https://prisonvideo.com/app)
* Create an account.
* Register all visitors.
* Add the prisoner to your contact list.

How to book a secure video call. Secure video calls at Winchester prison can only be requested by prisoners. Visitors will receive a notification if a prisoner has requested a video call with them.

**Care Leavers**

Following the Children & Social Work Act 2017 (C&SWA 2017), all young adults defined as Care Leavers or Care Experienced can be offered support until the age of twenty-five. Support can consist of:

Relationships & Keeping Safe

Accommodation

Leisure and Participation

Money, Health, and wellbeing

Education, Employment and Training

Individuals can contact OMU (Offender Management Unit), their keyworker or the Prison Offender Manager Care Leaver for information. Individuals who have already declared that they are Care Leavers, then support will be given to maintain contact with their allocated Personal Advisor from their local authority whilst in custody.

**Future Planning**



**Areas for Development in 2024/25**

HMP Winchester is committed to continuous improvement in how we maintain the ‘golden thread’ of families and significant others in all that we do. To achieve that we have identified areas for development throughout 2024/25, which will be reviewed for progress through our Reducing Reoffending Committee on a six-monthly basis and updated annually.

Our commitments for the coming year are as follows.

**Measuring Success**

By the number of spaces/attendees available for each visit.

By the statistics collated regarding ethnicity, race, and cultural attendance on family events.

By listening to prisoners and families through regular forums, recording and sharing comments and feedback and reviewing all the feedback in the family forms

By the diverse types of visits offered to prisoners, families, and significant others, which include Family visits, baby visits, homework club, time to connect for prisoners who receive no visits, video visits.

By collating important data from the people in our care and acting on the information gained.

By making sure that all visits are accessible across all our prisoner cohorts.

By offering a visits complaints email so that families can reach out if there is an issue.

By ensuring that complaints both inside and out are answered in a timely manor and looking if there are trends to the complaints and if so, we can address them.

**Staffing Structure**

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

A collage of a logo

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**REDUCING REOFFENDING GOV**

**FAMILY SERVICE LEAD**

**CM FAMILY PATHWAYS**

**DEPUTY GOVERNOR**

**RESIDENTIALGOV**

**SECURITY GOV**

**SAFER GOV**

**OMU LEAD**

**GOVERNOR**

**Available support/information for Children and families and professionals working with them:**

* **Prisoners’ Families Helpline** www.prisonersfamilies.org.uk – Action for Prisoners’ Families, works for the benefit of prisoners' and offenders' families by representing the views of families and those who collaborate with them.
* **AFFECT** – AFFECT provides services for the families of serious offenders and offers support groups to families in the south of England. [www.affect.org.uk](http://www.affect.org.uk)
* **Inside Time –** www.insidetime.org.uk – this website gives visiting and other advice.
* **Spurgeons –** Support for prisoners families / Help with prison visits spurgeons.org

Useful information about how spurgeons can support children and families affected by imprisonment.

* **Prisoners’ Families Helpline: 0808 808 2003** info@prisonersfamilies.org

www.prisonersfamilies.org

* **HMP Winchester Safer Prisons Hotline**: 01962 723320- or complete a safer custody contact form on the Prisoners’ Families Helpline website.
* **Visits complaints email**: visitswinchester we will answer all emails at the earliest opportunity.