



HMP FIVE WELLS

Families and Significant Others Strategy



Vision

Our vision for HMP Five Wells is to be the standard bearer of the existing resettlement estate and the new prisons yet to be built. prisoners will experience a safe, decent and secure environment centred on rehabilitation from day one.

Our approach is one of self-determination and normalisation; giving prisoners as much control as possible over their own lives, whilst providing a normalised environment that reflects life outside of the establishment, in order to prepare prisoners for successful resettlement. We will take a 'Whole Prison' approach to achieve this aim, which means every aspect of the regime will be focused on supporting successful resettlement.

Drawing from our experience across our custodial estate, we created a bespoke set of values for HMP Five Wells, which are based on the principles of rehabilitative culture. These will be embedded in all our operations, will help us in decision-making and will clarify to all what HMP Five Wells stands for. They are as follows:

EMPOWERING LEADERSHIP

The Director and their team will take decisions and actions focused on consistently modelling and encouraging rehabilitative behaviours and attitudes

MEANINGFUL RELATIONSHIPS

Building and maintaining positive relationships between Residents, staff, families and partners

BUILDING HOPE

Engendering hope amongst the population to enable successful change and helping those in our care prepare for successful resettlement

FAIR PROCESS

Promoting compliant and progressive behaviour through the opportunity to be heard and the delivery of fair and transparent processes

NORMALISED ENVIRONMENT

Normalising the physical and personal environment, meaning that the establishment is organised in such a way that the conditions within the walls resemble the conditions outside

ENABLING POSITIVE CHANGE

Supporting Residents in taking the next successful step in their life, by encouraging and rewarding participation in rehabilitation and resettlement activities

REFLECTING THE CORE G4S VALUES

Acting with integrity and respect, being passionate about safety, security and service excellence, and achieving this through innovation and teamwork

Version Control

Amendment Record			
Version No	Date of Issue	Author(s)	Brief Description of Change(s)
1.0		SG	Source Document
2.0	Oct 2023	RB	Policy Review & Update EIA
3.0	Jan 2024	RB	Added link to Public Protection Manual - Child Contact Process for prisoners identified as Posing a Risk to Children
4.0	Sept 2024	RB / OD	Added additional Paragraphs 5 - 8 - Dress Code, Conduct during Visit, APV Scheme, Traffic Light System

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EQUALITY IMPACT ASSESSMENT - [Equality Impact Assessment - Visits Ops Procedure.docx](#)

1. Introduction and Aims of the Activity Attendance policy

Here at HMP Five Wells we aim to develop and build upon a Families and Significant Others Strategy, which will have a real positive impact on family relationships. Working alongside our partners, visits strategy and our family services we will also utilise our experiences from HMP

Oakwood, Parc, Ryehill and will seek to prepare prisoners for release and reduce the likelihood of reoffending through positive relationships.

We recognise what a huge role families, children, and significant others will play in supporting all residents, and we are committed to delivering the best possible family services to those in our custody, not only during their time at HMP Five Wells but also upon release. We acknowledge that we have a responsibility to support, guide and help everyone in our custody with regards to family, parenting, and relationship situations where it is safe and appropriate to do so.

To create our strategy we have taken some best practice advice from our colleagues across other G4S sites, and official research findings from respected British academics, charities, the Prison Service, Ministry of Justice, and other Governmental bodies, and numerous similar publications from international organisations and partners.

Examples of these are;

- The 19 recommendations of the Lord Farmer Review – 2017
- The 46 HMIP Expectations for children and families – 2017
- Previous IMB, HMIP and MQPL inspection feedback across G4S sites
- G4S Prisons Visits

Continued growth and development is important to us, ensuring that a focus on families and significant others is woven through all aspects of service delivery across the establishment. The objectives in this strategy are based upon initiatives and directives from HM Prison and Probation Service as well as findings from the research and independent reviews. We also consider feedback from prisoners and their visitors, as well as the staff, partners and volunteers who work to support them.

2. How to Contact Us / Visitors Centre

Please find numerous ways to get in contact with us below;

Via post

HMP Five Wells

301 Doddington Road

Wellingborough

Northamptonshire

NN8 2NG

Via Telephone

01933 718888 (option 2 for any safety concerns)

We also have a twitter account - @HMPFiveWells

3. Visitors Centre / Visiting Hall

The visitors centre is operated in partnership with Invisible Walls Family Services, which includes the booking in of all visitors and provides support for the families and children. Here they strive to make everyone feel welcome and relaxed. Invisible Walls Family Services believes that maintaining and strengthening family ties, can help to encourage the reduction of re-offending and intergenerational offending.

Invisible Walls Family Services provide activities for the children before and during their visit and endeavours to make the visiting experience as engaging, fulfilling and pleasant as possible. All children's activities are planned in advance to incorporate special events, are age appropriate and inclusive.

Invisible Walls Family Services support with the planning and delivery of our family interventions that are available to prisoners here at HMP Five Wells, further information of these interventions can be found in the Family Services information on page 8 of this document.

Invisible Walls Family Services works with outside agencies to provide information and support for families and children. And welcome the support of volunteers and student placements.

Invisible Walls have a direct contact email address fivewells.invisiblewalls@uk.g4s.com.

The aims they would like to achieve at HMP Five Wells include supporting visitors before and after their visit, to support dad's integration back into their family and home life with a positive outlook and impact, and to build a community where we introduce friendship with others in similar circumstances in a safe and comfortable environment.

Services provided also include:

- Processing approved property hand-in's
- Café facility offering hot/cold drinks and snacks before and after sessions
- Toilet and baby change facilities – with disability access
- An internal play area
- Information, advice and guidance leaflets
- Lockable possession holders
- Confidential support service
- Contact telephone number
- Range of child/family interventions
- Support with the Assisted Prison Visits Scheme

The large visiting hall has a cafe which is managed by Aramark to provide hot food, drinks and snacks during every visiting session, as well as vending machines.

The hall also has play equipment and activities for children, baby changing facilities and baby carriers and pushchairs. High chairs and alternative seating are also available upon request.

The hall can hold 30 social visits, 4 purple visits and 2 family lounge rooms which are used for a wide range of services and interventions.

The Purple Visits secure video calling system keeps prisoners and their families and friends connected with a fully secure and compliant platform used within secure establishments. The Purple Visits software has been designed to be used on any iOS or Android device, as long as it has a camera, microphone and a speaker it can be used to keep in touch with family, close friends and significant others in their lives.

We have received amazing feedback from both prisoners and visitors on the facilities and environment of the HMP Five Wells visiting hall and we pride ourselves on being able to provide meaningful visits.

At HMP Five Wells, prisoners are encouraged to book their own visits via CMS on their KIOSK or tablet. Legal visits can be booked by emailing fivewells.visits@uk.g4s.com. Emails to this address will be monitored Monday - Friday.

4. Your Visit

Visitors are asked to arrive 1 hour before the visit starts, this allows plenty of time to check ID, book into the visit, complete searches, move into the visiting hall and to solve any issues that may arise.

There is a 15 minute cut off time for arrival, for example if the visit starts at 14:15, entry will be refused after 14:30. If visitors are running late for a visit for whatever reason, they are required to call and make us aware on 01933 832852.

Upon entry into HMP Five Wells all visitors' identities will be checked and confirmed by using the biometric identification system which is set up on the first visit. Visitors under the age of 18 must be accompanied by an adult, who must adhere to the ID requirement set out below. 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. All visitors are searched via pat search, metal detector wand and security dogs; by allowing a young person to visit it is assumed that the parent or guardian has agreed to their child being searched before admission. This will be done sensitively and with respect for diversity for all.

To ensure that loved ones gain quick and secure entry into the visitors hall, we will use the following methods of identification for anyone aged 18 or over:

On the first visit all adults are required to bring 1 valid photographic ID along with 2 proofs of address. Valid photographic ID is required for every visit.

Please be advised, this list is not exhaustive -

- List A: Photographic ID
- Passports that meet the International Civil Aviation Organisation (ICAO)
- Identity cards from an EU or European Economic Area (EEA)
- UK photocard driving licences
- EU or EEA driving licences

- A proof of age card recognised under PASS with a unique
- reference number (This includes the Citizen ID card)
- An armed forces identity card

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 FULL 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)

We no longer require guardianship forms to be completed for a child (under 18) to visit, however if you do not wish for your child to visit or wish to discuss this with staff, please speak to a member of the team, or email fivewells.invisiblewalls@uk.g4s.com.

ID Required for all children aged 18 or under:

- Under 6 weeks Red Book or Full Birth Certificate
- Aged 0 - 9 Full Birth Certificate - Additional Passport if has
- Aged 10 - 17 Full Birth Certificate - Additional Passport, Travel Card or Student ID Card if has

5. Dress code

Please be advised that there is a dress code required in the visit hall at HMP Five Wells. We are a family focused area and as such visitors are expected to dress and act accordingly. The dress code is in place for all visits, including children.

Approved clothing:

Cardigans, suit/smart jacket, jeans or trousers (without holes or rips), shorts to knee, knee length skirts, jumpers, fleeces, T-shirts, polo, shirts, flat shoes.

Unapproved clothing:

Any clothes with hoods, hats, caps, scarves or gloves, skirts/shorts above the knee (even with tights), cycling shorts, cropped tops/jumpers, puffy/padded jackets, trousers with holes or rips, offensive jewellery/belts, clothing with drugs or violent logos, sunglasses, ponchos or shawls, see

through clothing, coats, or outer garments, low cut tops, no shoes with sharp accessories, heel or steel toe caps and only one pair of trousers to be worn.

Approved items for young children:

We understand there are things your children may need during a visit, therefore please see below the approved list of items for young children. If there is anything you feel your child may need that is not listed below, please speak to a member of staff.

- Dummy or teething ring
- 2 pre-made bottles of milk (can be made up when you arrive)
- 1 comforter (soft toy, blanket etc)
- Handful of wet wipes in a clear plastic bag
- 1 baby bowl/spoon
- 1 sealed food tub or packet
- 4 nappies

6. Conduct during a visit

As much as we understand that prisoners and loved ones want to embrace one another, explicit sexual, indecent or other anti-social behaviour will not be tolerated due to the risk of potentially passing on illicit items. Prisoners will also be discouraged from moving from seats other than those provided for their use. Warnings will be given and may result in the visit being terminated.

Visitors will be informed that they should remain with the prisoner that they are visiting at that time and must not go and visit other prisoners they may know in the visiting hall.

Visitors with children are reminded that the children are the responsibility of the parent/guardian. Children are not to enter the children's area when it is closed. Children must remain at their designated tables unless the children's area is open and supervised by a member of staff. There is a box of table top toys available and activities packs to keep children busy whilst they wait. Parents and guardians are expected to safeguard their children at all times. If staff become concerned for the safety of a child, a referral to Children's Services may be completed.

All visitors to Five Wells are advised that we have 'amnesty bins' into which visitors may anonymously deposit any contraband item, before entering the visiting hall. The amnesty bins are discreetly located to give visitors confidence in the anonymity of the process and can be found in the visitor toilets.

Abusive language and or threatening behaviour towards our staff will not be tolerated. If you are deemed to be behaving inappropriately you will be asked to leave the premises and may be reported to the police.

7. Assisted Prison Visits Scheme

If you visit a family member, partner or someone who does not get other visitors you might be able to get help paying for:

- Travel to the prison
- Overnight accommodation
- Meals
-

You can apply to get help paying for visits that you:

- Have made in the last 28 days
- Want to make in the next 28 days
-

You must be getting certain benefits or have a health certificate to get help.

If you take a child with you or someone to help you (for example because you're disabled) you might also be able to get help paying for their visit.

Apply online via <https://www.gov.uk/help-with-prison-visits>

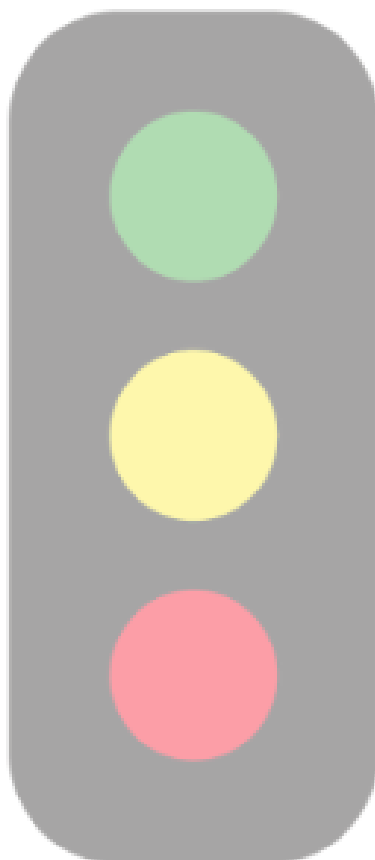
- To apply you will need the following information:
- The prisoner number
- The date of the visit
- Your National Insurance number
- Any receipts
- A prison visit form stamped by the prison - this will be given to visitors upon request from the booking in desk

8. Traffic Light System

Due to an increase in unattended visits, we have implemented the 'Traffic Light System' to help encourage prisoners and visitors to cancel any visits they are unable to attend. This means that the availability can be offered elsewhere, to other families and help maintain the Family Ties.

We do take into consideration that in some cases, prisoners are not responsible for their visit being cancelled as this has been done by the visitors. In this case, we also encourage the visitor to call in advance, either the prisoner or the visitors centre to make us aware that they are not able to attend.

If the prisoner attends a visit but the visitors do not, the prisoner will not be penalised for this.



GREEN LIGHT

The first time you fail to attend a visit without notice, you will receive a CMS message making you aware that due to the lack of courtesy, if you are to miss a second visit you will receive a warning.

AMBER LIGHT

If you are to miss a visit for a second time without giving notice, you will receive a written warning and be made aware that an IEP will be issued for the third time.

RED LIGHT

The third time you fail to make a member of staff aware that you will not be attending your visit, you will be issued an IEP.

9. Family Services

The family interventions team provides positive family engagement through the medium of visits, targeted interventions and specialised family support. The family interventions team can be contacted via the following email address familyinterventions@uk.g4s.com.

Family lounge visit	Family lounge visits take place in a relaxed setting, sectioned off from the visiting hall to enhance the power of family visits. Available to the family unit and super enhanced unit only.
Family day	A 3 hour family-focused specialised visit held in the visits hall and outside area (weather appropriate). A buffet is provided as are children's activities which can have seasonal themes.
Baby's first visit	If your partner is expecting to give birth whilst you are here at HMP Five Wells, we can ensure you get a special first visit in a family lounge with just you, your partner and newborn. During this visit, staff will provide you with resources to take your babies handprints and footprints, and take photos for you to keep which will be displayed in a nice card.
Engagement day	Held in the main Visits Hall to provide a visit experience for prisoners who aren't receiving visits or are in crisis e.g. through self-harm, children going into care or those who have experience of care themselves. Outside agencies are invited and family and significant others where possible.
Farewell visit	We understand that sometimes family life is incredibly hard and decisions are made by local authorities about what is right for your child. We can offer a farewell visit should your child be going for adoption and a member of the family interventions team will support you through it.
Social Service facilitated visit	If your child is under the care of social services then we can facilitate a visit with your child/children and the social worker.

10. Family Interventions

Language and Play and Numbers and Play	LAP/NAP are programmes aimed at supporting parents to communicate and play with their children, with the ultimate aim of improving pre-school children's language, communication and numeracy skills, and developing parenting skills. Available to the wider population.
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Dads and Tots	Designed to support parents/carers and their children. It focuses on encouraging the baby's development in a range of areas whilst giving Dad the opportunity to build a stronger bond with their child. Available to the wider population.
SchoolZone	Dads are able to establish and maintain a relationship with their child's school which will provide opportunities to play a part in his/her education. This support can range from requesting copies of school reports to dads actually meeting with teachers so that schoolwork may be shared. The event is known as the Children's Showcase. Available to the wider population.
Bricks Beyond Bars	A series of exercises using LEGO bricks. Participants will build models responding to the facilitators questions and then will share the 'story' of their models. Benefits include time for reflection, enhancing empathy, building social connections, a tool for storytelling and encouraging imagination.

11. Family Interventions Team

By having a specialised dedicated team, we feel we can have a wrap around approach in supporting the men and their loved ones. The Family Interventions Team are here to support prisoners to build and maintain their family ties, through the medium of visits and family support. By doing so, we aim to reduce the likelihood of reoffending and to reduce intergenerational offending behaviour.

The Family Interventions Team provides opportunities for imprisoned men to engage in meaningful visits and interventions, which take place in the visiting hall, family lounge rooms, on the units and in group rooms. They also work with fathers who are struggling with the lack of child contact, and those that do not have visits by delivering support groups and holding engagement events.

The Family Interventions Team can act as a point of contact for Social Services, CAFCASS and other agencies involved in safeguarding and caring for children. They can provide support to prisoners and their families where their children may be entering care proceedings, this includes farewell visits, social service facilitated visits and letterbox contact. The team can also offer advice and support prisoners through court applications, and work with an amazing team of family law solicitors that deliver free legal advice sessions to those who need it, and can support with representation.

The Family Intervention team can be contacted directly by prisoners via CMS app request, or by visitors via familyinterventions@uk.g4s.com.

12. Family Unit

Our 63 bed unit, located on Whytewell Level 4, is specifically for men who are eager to build and maintain their family ties, or who have been identified as having a specific need of support and intervention, with regards to their family situation. Entry to the unit is dependent on passing the initial interview process and assessment, decisions are made on a need and risk consideration basis. All the men on the unit are required to sign a compact committing to complete the interventions that they are assigned, and to abide by the strict rules of the unit, where being a 'Family Man' is the model to aspire to.

The Six Principles of the Family Man on the Family Interventions Unit:

- 1) The Family Man works, he saves and provides: Debt destroys families.
- 2) The Family Man is not a substance misuser: Drug and alcohol abuse have no place within the family.
- 3) The Family Man does not put crime before his children, his family or his freedom.
- 4) The Family Man appreciates, loves, protects and teaches the gift that is a child.
- 5) The Family Man has an Indomitable Spirit: When the odds are against him and his family, he never gives up and never walks away.
- 6) The Family man is willing to sacrifice his own wants and needs for the good of his family.

Contact with a Prisoner who is Identified as Posing a Risk to Children:

For prisoners that are identified as posing a risk to children the principles contained in Chapter 5c of the PPM must be followed: **Public Protection Manual (Chapter 5 - Child Contact Procedures)**.

Application for Contact: [Annex A](#) contained with Ch5c of PPM

13. Future Planning

Our main aim for the near future is to have our Family Intervention and visits team ready to deliver interventions alongside the Five Wells programmes team. This will have a real positive impact on the men in our care and the positive impacts that have on families and loved ones will be invaluable to the men living a crime free life upon release. The interventions we are looking to introduce are all listed above.

As well as offering more interventions, we are also looking to develop our Family Unit where the men housed all fit the criteria and everyone located on the family unit buys into the vision and supports each other. Peer support is invaluable to the men in our care.

Team structure of the Family Services Team

Richard Baraclough - FaSO Lead

Zoe Webster - Children's Families and Relationships Manager

Olivia Darling- Family Intervention Worker

Invisible Walls Family Services - Our visits partner

2 x Visits FLMS

10 x Visits PCOs

All of the above have a huge part to play in the success of our family services team. Measuring our success will come in the form of all those relationships we can to either rebuild, strengthen or both.