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**HMP HAVERIGG**

**Families and Significant Others Strategy 2024/25**

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| **A Connolley**  **GGOVERNOR, HMP HAVERIGG** |

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| **ISSUED:**  **REVIEW:** |



**Amendments Page**

When amendments are made, they will be recorded on this amendments sheet; a new version number and date will be issued.

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| **Contents** | **Page** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

Contents

1. Introduction/Key Aims of the Establishments Family and Significant Others Stategy
2. Key Priorities Moving Forward
3. Prisoners Support
4. Diversity and Inclusion
5. Social and Legal Visits
6. Video Calls
7. Families & Significant and Others Days

1. Keeping in Touch
2. Experience of Care
3. Partnership Working

1. Useful Documents

A sign on a stone wall

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**Introduction**

Key aims of the establishments Family and Significant Others Strategy

HMP Haverigg is committed to providing a rehabilitative environment for everyone that lives in the establishment. We aim to be a fair and equitable place for all the prisoners in our care, our staff and visitors. We are committed to helping those in our care maintain strong family ties wherever possible. We also aim to help those in our care forge these links where they may not have been present in the past. Everyone that is able to have contact with their family and friends will be encouraged to do so, and opportunities for close family contact will always be available at HMP Haverigg.

HMP Haverigg is committed to ensuring that family relationships are a priority and are considered in everything that we do. We will involve families and significant others in the care of our prisoners and listen to their views, ideas and concerns.

We also recognise that not all prisoners have families or friends, and are socially isolated. Prisoners who fall into this category are encouraged to take part in visits through Partners of Prisoners (POPs) facilitated visits and local representatives who may also be socially isolated within the community.

We recognise that engagement with the prisoners in our care, their families and our staff can help us to improve the provision that we offer. By consulting regularly with these groups of people we aim to shape the future development of our services.

We have a holistic, establishment wide approach to supporting the Families and Significant Other (FaSO) agenda, with staff from all departments engaging, for example, Link officers, teachers, instructors, probation staff and the chaplaincy team. Our health providers, including primary care, mental health and Way-through services will encourage FaSO engagement, for example FaSO are invited to attend resettlement and support meetings.

The Head of Reducing Reoffending is responsible for the establishment’s delivery and approach to the establishment’s family offer and has the following responsibilities:

*• Ensuring the establishment’s FaSO Strategy is fit for purpose*

*• Local lead for completion of the FaSO performance measure*

*• Contract management for family service providers*

A group of people walking on a sidewalk

Description automatically generatedThe Head of Reducing Reoffending is supported by the establishments FaSO champion who will support the Head of Function with delivery and has responsibilities for the family offer.

**Key Priorities Moving Forward**

Ensuring that Prisoners are enabled and encouraged to make appropriate contact with Families and Significant Others.

Enabling the use of Technology to provide creative ways of facilitating Family contact.

To Build on our in-person provision across the year and offer a range of events.

To involve Families and Significant others in decision making processes and assessments involving their loved ones.

To Firmly embed good quality family days.

To engage regularly with our Family Services provider to improve our services.

To revitalise our support for those that do not receive visits.

To consult with Families and Prisoners on a regular basis.

**Prisoner Support**

**Our Aim**

To involve services as well as families and significant others in the care and support available for all prisoners at HMP Haverigg. Having family support embedded into everyday processes, such as Assessment, Care in Custody and Teamwork (ACCT), Challenge, Support and Intervention Plan (CSIP) and sentence management. To use Release on Temporary Licence (ROTL) effectively to help our prisoners maintain family ties.

HMP Haverigg recognises that the families and significant others of the prisoners in our care know them better than we ever can. We put importance on having families involved in their care wherever possible. Traditionally, those in prison have had very little access to their families in times of crisis and need, this is something here at Haverigg that we have identified, and are regularly reviewing to develop and improvement.

**Data**

30% of respondents felt there were not good enough opportunities for their family to be involved in their progress in prison.

Reducing Reoffending Needs Analysis 2024

20 % of ACCT cases in 2023 had Family Involvement.

Families are yet to be engaged in the CSIP process, this is being taken forward where possible.

**What we offer and deliver**

Prisoners will be supported to apply for and undertake ROTL for maintaining family ties, this involves input from a range of sources including OMU and the Family Services provider. Prisoners will also be offered support from the Family Charity in relation to rebuilding family support on ROTL. We offer drop-in clinics in visits fortnightly, where departments meet with families to offer advice and support, as well as providing information to families regarding their loved one’s progress.

We will aim to ensure that wherever possible Families are involved in the ACCT process. This may take the form of attendance at case reviews or phone calls to family to ensure they are updated with the most current information, supporting family members through times when extra help may be needed. This will allow them to share their knowledge of their loved one whom is in crisis. OMU will involve families in sentence planning, ensuring that individual resettlement needs are met. Additionally, prisoners will be offered an opportunity for Families to be involved in the management of CSIP and Care plans.

Families will be invited to attend important life events for prisoners, such as course graduations, to ensure they follow the entire journey of the prisoner.

Families are encouraged to attend family open days that allow them to see what takes place here at Haverigg, from accommodation, work placements, external employment opportunities, healthcare/ support services and OMU services.

Two men sitting at a picnic table

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**Diversity and Inclusion**

**Our Aim**

To ensure that every prisoner at HMP Haverigg has access to the services they need in relation to Families and Significant Others. To ensure that no Individual or group of people is placed at a disadvantage due to any protected characteristic. We aim to foster an inclusive and diverse environment.

At HMP Haverigg Diversity and Inclusion is a top priority. All Staff have received training and briefings surrounding their duty towards ensuring fairness and equality. Diversity and Inclusion work is well embedded across everyday working in the establishment, and this is continuously built upon.

**Data**

There is 1 Foreign National at HMP Haverigg at the time of writing

100% of Prisoners speak English as their first Language

There are less than 3 prisoners from GRT backgrounds

Ethnic minority prisoners and disabled prisoners are as likely as their counterparts to receive social visits.

All those surveyed in 2023 agreed that their cultural requirements were met.

There are no protected groups less likely to have ROTL with their families.

**What we offer and deliver**

We monitor access to services, such as visits, to ensure that no individual or group has been subjected to a disproportionate outcome due to a protected characteristic.

We work with protected characteristic groups to ensure that they have equitable access to services and we communicate with them around family work during forums and meetings.

We record the protected characteristics of those that access family days to ensure that there is equitable access for all. The Families Committee will address any disproportionate or unfair outcomes should any arise.

A building with a sign in the middle of it

Description automatically generatedWe recognise that in the case of foreign nationals, families may live abroad, which in turn can restrict their ability to attend visits or maintain contact. We will strive to support these individuals as we recognise a lack of contact due to distance can be very difficult. We will provide other opportunities for contact such as extra phone calls and extended visits when families are in the country.

**Visits**

**Our Aim**

To ensure that all Prisoners who wish to receive visits have the opportunity to do so and that no group or individual is placed at a disadvantage. We aim to be adaptable to different needs and wishes and will work with prisoners and families to ensure that regular visits are able to take place wherever possible. We aim to be creative in our delivery of visits and incorporate a wide range of visit types into the calendar every year

HMP Haverigg has a large visits hall that is capable of facilitating visits between our prisoners and their friends/ family, as well as with professionals. We are committed to ensuring that everyone gets every visit that they are entitled to, and that appropriate support is in place for those who do not receive visits.

**Data**

52% of respondents felt they had a good level of family contact.

Over 90% of booked visits go on to take place.

8 themed days are currently being planned for 2024/25.

**What we offer and deliver**

We have a refurbished visits hall, which is on a continuous improvement refurbishment plan, that is assessed based on regular feedback from surveys about what prisoners/staff and families expect to experience in a visits area, to ensure that everyone’s needs are met.

We ensure that systems are in place to identify and support those who do not receive visits. The Safety Department is responsible for coordinating this work and will liaise with the chaplaincy team and Family Service provider.

We ensure that we reflect on our provisions for visits on a regular basis and work with key stakeholders to ensure our visitors’ centre and outside cabin are of the highest standard, with appropriate facilities for any person that may need to use them, including those with disabilities.

We organise and promote several different themed days each year for families to come in and celebrate events and special occasions. We provide a fresh, relaxed, and well decorated visiting area for all visits, and up to date information around visits on the prison website and via social media. We ensure that the outside cabin is easily identifiable, and that support is available on each visit day from the Family Service provider. We will ensure that cultural and personal requirements are considered at all times whilst people are visiting Haverigg.



**Video Calls**

**OUR AIM**

HMP Haverigg will aim to ensure that the use of video calls is widespread and commonplace throughout the establishment. We aim to offer as much access to these as possible and will ask for feedback on the service to help us develop and improve our processes. We aim to be flexible with the use of video calls and will endeavour to make creative use of technology to improve our offering.

HMP Haverigg has video calling available to all prisoners. This is a service run by a partner agency and is available across the estate. All prisoners have the opportunity to use this technology to contact their families and significant others. Equipment is located in Residential 2 office building to ensure equitable access for different groups of prisoners

**Data**

40% Of Prisoners use Video Calling Regularly.

There are 2 Laptops Available for use for video calls and these are located centrally in the establishment on residential unit 2.

30% of visitors would like to continue using video calls.

Around 60% of prisoners surveyed said that that they do not use video calls.

**What we offer and deliver**

We ensure that video calls are available for as many prisoners as possible.

We ensuring that the establishment is flexible with the times offered for video calls, including offering services at weekends and in the evening.

We use the technology to deliver other services such as reading bedtime stories to children and attendance at special events where possible.

We ensure that the equipment is well maintained and does not go offline, so that video calls are of the best possible quality.

We provide support to prisoners who are not familiar with the technology so that they have equitable access to video calling.

A white building with a sign

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**Family and Significant Other Days**

**Our Aim**

HMP Haverigg will aim to ensure that there is a varied and enjoyable programme of family days and events. We aim to ‘think outside the box’ with ideas for family days and will aim to ensure that the Prisoner Voice is considered when making decisions around scheduling and planning all Family and Significant Other Days.

An effective way of giving individuals freedom to socialise and maintain family ties is by providing extended visit days or “Family Days.” There has been a rolling programme of Family Days scheduled and facilitated. Additionally, we have facilitated two Family Open Days which gives families and significant others the opportunity to tour around the establishment and participate in activities with their loved ones.

**Data**

Around 5% of visitors are children.

Approximately 7 children a month attend visits.

10 standard visit days a month are available, with Family Days increasing the available amount as additions.

**What we offer and deliver**

A regular rolling programme of family visits available for all prisoners, regardless of incentive status or protected characteristic. We aim to deliver over and above this yearly.

Appropriate and proportional risk assessment processes in place to ensure that all eligible prisoners are able to access Family and Significant Other Days.

Access monitored to ensure that no group is placed at any disadvantage for any reason.

A programme of activities available for families and significant others to take part in whilst attending the establishment.

Varying days and dates to ensure that a wider range of individuals are able to attend Family and Significant Other Days, regardless of their employment or other status.

Regular opportunities for prisoners and families to have input into the future design of Family and Significant Other Days to ensure that they reach a wide audience and serve a positive purpose.

A sign post with a mountain in the background

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**Keeping in touch**

**Our Aim**

HMP Haverigg aims to ensure that all prisoners are able to have regular and meaningful contact with their families and significant others. We aim to provide as many safe ways as possible of facilitating contact. We aim to build upon our existing arrangements to ensure that we adapt to using modern technology to communicate, and provide as many options as possible to all prisoners. There are a variety of methods of contact currently available to prisoners who want to contact their families or significant others. These include via letter, email, video telephone, video call, mobile phone use when on ROTL where appropriate. ROTL may also be available.

**Data**

80% of Prisoners have awareness of Family Ties ROTL.

Approx 50% of the population access social visits with friends and family.

Approx 15 % of the population a month access RDR.

Approx 12% of the population have little family contact.

**What we offer and deliver**

We will allow prisoners to use their own technology to contact families whilst on ROTL where this is appropriate and risk assessed, ensuring that all decisions round ROTL are fair and justified and take individual circumstances into account.

We encourage the use of written mediums to contact families and offer help to those that may struggle to do this.

We ensure that writing materials are readily available to all prisoners.

We ensure that messages from ‘Email a Prisoner’ are delivered in a timely manner and process responses swiftly and sensitively.

We engage with families about the ROTL process and planning for overnight ROTL and Day ROTL to maintain family ties.

We facilitate contact using other means where appropriate and necessary due to individual circumstances or disabilities.

We provide peer support for those who struggle to maintain family ties, and working with partner agencies we ensure that those who are able to have contact do so safely.

We ensure that phones are available for calls at all times across the establishment.

A building with a sign and birds on it

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**Experience of Care**

**Our Aim**

HMP Haverigg will aim to ensure that those who have been in care are identified and offered appropriate support. We recognise that there are many people who have experience of care in the prison estate and that they have different individual needs. We will aim to ensure that all those that have experience of care have a voice in the prison and that their needs are met.

A care experienced person is someone who has spent time in the care of the local authority. Their eligibility for services from the local authority depends on when, and for how long, they were in care. A small number of prisoners in HMP Haverigg have experience of care, a high percentage of these people will have experienced trauma prior to going into care. The number of those with experience of care has declined at HMP Haverigg in recent years due to a change in function and population. There have been no individuals eligible for services from the Local Authority at HMP Haverigg since 2019. HMP Haverigg also recognises that those who do not meet the criteria for being a “Care Leaver” may still have experience of care.

**Experience of Care Data**

33 Prisoners at HMP Haverigg with some experience of care.

0 Prisoners since 2019 that have qualified for extra support from the Local Authority.

2 Care Leaver Champion members of staff.

**What we offer and deliver**

We strive to identify those individuals who have been in care upon reception, but also ensure that those who do not wish to disclose to staff at that point have further other opportunities to do so.

We ensure that those who are entitled to access services from their local authorities can do so.

Care experience is treated as a protected characteristic. HMP Haverigg will not allow any discrimination, bullying or harassment on the grounds of an individual having been in care.

We hold regular focus groups for care leavers and care experienced people and promote support information to the individual. Staff undertake awareness training of care experience issues.

We have a dedicated prisoner peer contact point for those with care experience to speak with and incorporate support for care experience prisoners into the induction process.

A person sitting at a desk looking at a computer

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**Young Adults**

**Our Aim**

HMP Haverigg will ensure that Young Adults in our care receive tailored and individualised support to meet their needs. This is specifically important in relation to those that have experience of the care system. Empowering this cohort to develop a sense of autonomy will support them and play an active part in achieving positive outcomes, leading to desistance and rehabilitation. Over the past decade there has been significant interest and research into the specific needs of young adults in custody. It is suggested that people continue to mature in important ways until their mid to late twenties. HMP Haverigg recognise that this group need a more bespoke approach to managing their needs and improve the custodial experience by improving safety, wellbeing and reoffending outcomes. This will be relevant to prisoners up to their 26th birthday.

Young Adults Data

1-2% of the population at Haverigg are Young Adults.

50% of Young Adults at Haverigg over the last 2 years have been in care at some point in their lives.

New Young Adults Strategy published in late 2023.

**What we offer and deliver**

Being an open prison, HMP Haverigg is in a strong position to meet the needs of young adults. Our focus is on resettlement and mirroring the community as closely as possible. To support their journey through HMP Haverigg, prisoners can engage with, or work towards, a number of goals. We support Young Adults to do the following work in custody:

Education to Improve knowledge, qualifications and life skills.

Industries- encouraging individuals to learn a trade, improve employability prospects and gain qualifications.

Offender Management- Provide individuals with Structured and tailored sentence plans to meet their individual needs.

ROTL is also available to apply for, for young Adults and can help forge and maintain family ties.

A person reading a book

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**Partnership Working**

**Our Aim**

HMP Haverigg aims to involved as many appropriate partner agencies and staff as possible to strengthen the work that we do with prisoners in maintaining and building on family and significant other ties. We aim to maintain and expand our existing relationships.

HMP Haverigg recognises the vital importance of collaborating with our partner agencies to provide the best care to the prisoners in our charge. There are several partner agencies and providers that collaborate with us to strengthen family ties and work towards resettlement.

**Data**

12 Visits from the Samaritans per year minimum.

2 Scheduled visits from Prison Visitors in 2023.

6 Meetings with Family Provider this year.

Through the Gate providers on site regularly.

62% of prisoners have concerns about accommodation post release.

57% of prisoners wanted help with accommodation on release.

**What we offer and deliver**

We will work with the local Family Provider to strengthen our provision for the prisoners in our care and their families. Committing to regular consultation with our partners, we will encourage them to take an active part in shaping our provisions.

We will expand our services for families and significant others over time in collaboration with both local and national partner agencies.

We will continuously build a strong relationship between the establishment and the Family Provider via regular meetings.

We have partner agencies such as the Samaritans, Through the Gate providers, Official Prison Visitors who regularly visit the establishment to provide support and guidance on Family and Significant others issues.

We engage with the IMB on family contact and other relevant issues.

A person and person sitting at a desk

Description automatically generatedWe engaging with national and international organisations to help strengthen provisions for individuals and their families.

**Useful Documents and Links/ Emergency Contact**

**In the case of an Emergency call the control room on 01229 713230 and ask to speak to the orderly officer.**

**For less urgent issues you can contact the Safety department on 01229 713075, if there is no answer you can leave a message, and someone will contact you as soon as possible. This answer phone is checked 3 times per day during the week.**

**Operational leads for Families and Significant others- Establishment senior lead; Kurt Evans (Head Of reducing Reoffending) / Custodial Manager Lead; Kevin Hall**

**At the weekend you should call the control room on 01229 71300 and Staff will advise you accordingly.**

**Action for Prisoners’ Families** 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 work 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

**Pact (Prison Advice and Care Trust) –** www.prisonadvice.org.uk provides

Useful information on visiting and how visitors’ centres can help families.

**Prisoners’ Family Voices** is a web-based community which gives family members the opportunity to talk to each other.

http://prisonersfamiliesvoices.blogspot.com

**Offenders’ Families Helpline 0808 808 2003** info@prisonersfamilieshelpline.org.uk

www.prisonersfamilieshelpline.org.uk

**Prisoners’ Families and Friends Service 0808 808 3444** info@pffs.org.uk

[www.pffs.org.uk](http://www.pffs.org.uk)

**Prison voicemail** prisonvoicemail.com

**I HOP ( Barnardo’s )** <https://www.i-hop.org.uk> i-HOP is a one-stop information and advice service to support all professionals (working with children and families of prisoners) and all families of prisoners, bringing together useful information in one place.