



HMP & YOI Kirklevington Grange

Family & Significant Other Strategy

January 2025 Version 1.2



Family Strategy

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Safer Custody Hotline

If you are accessing this document because you have concerns about the safety or wellbeing of a prisoner in Kirklevington Grange, call the safer custody hotline.

It is an answer machine, checked and followed up every day.

Leave your name, the prisoner's name, a return contact number and brief details about your concern. Telephone: 01642 792656

If you think someone is at risk of immediate serious harm, or their life is in danger: You should ring 01642 792 600 and ask to be put through to the orderly officer or Duty Governor at the prison.

You will need to explain that your call is an emergency, and you are worried that a prisoner is at risk of immediate serious harm.

Document change record

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

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Purpose & Scope

This strategy has been written in consultation with Nepacs, our Family Contract provider. We work together with Nepacs to provide a quality service that aims to make a difference. The current contract commenced in October 2022 and will run for 5 years.

Purpose

The purpose of this strategy is to provide staff, prisoners and prisoner families and significant others with an overview of what Kirklevington currently provides and our future aspirations (in the form of a development plan). Throughout this document we refer to family and significant others and recognise that this includes:

- Nuclear families
- Adoptive families
- Single parent families
- Extended families
- Childless families
- Stepfamilies (blended families)
- Grandparent families

A significant other, for the purpose of this strategy, is someone who may be a spouse, or a person who has a great influence in the prisoner's life.

Scope

- Strengthening Prisoners' Family Ties Policy Framework
- Visits Activities
- Services for Visitors
- Services for prisoners without contact with family and significant others
- Family Engagement & Advice
- Governance structure
- HMIP Expectations

Out of Scope

- Visits Policy
- ROTL Policy
- Security Policy
- Public Protection Policy

Introduction

“Family relationships are the golden thread to reducing reoffending” - Lord Farmer

The Lord Farmer report, published in 2016, suggests that Family should be the ‘golden thread’ running through the processes of all prisons. Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime.

We are committed to prioritising the family and significant others strategy, making sure to consider it within each function of the prison, including Security, Residential, Offender Management and the department in which it is driven from – Reducing Reoffending.

Staffing

The Family and Significant Others team is overseen by the Head of Reducing Reoffending Beverley Hutchinson, and supported by:

- A Custodial Manager championing support for Families and Prison Visits (Reducing Reoffending Custodial Manager)
 - Nepacs Contract Management team
 - Nepacs Family Support Worker
 - Nepacs Care Leavers Support Worker
 - Nepacs visits team
 - DART (Drug & Alcohol Recovery Team) Family Support Worker
 - A Safer Custody Officer
 - The HMP Kirklevington Catering team
 - Gym Staff
 - The Offender Management Team
 - The Chaplaincy Team
 - The Mental Health Team
-

Diversity & Inclusion

At Kirklevington we believe:

- A diverse prison community creates a stronger, more positive environment.
- Inclusion benefits everyone, fostering well-being and a better community.
- Everyone should feel free to be themselves and celebrated for their uniqueness.
- Continuous learning is essential to improving how we support diversity and inclusion.

We are committed to the HMPPS Diversity and Inclusion Statement, which outlines our dedication to treating staff, prisoners, and families with respect, fairness, and dignity.

We uphold equality of opportunity, respond to individual needs, and take action against discrimination, harassment, and bullying, in line with the Equality Act 2010.

To uphold these principles:

- We collaborate with protected characteristic strand leads to ensure fairness for prisoners and their families.
- We embed diversity and inclusion in our family days and enrichment activities.

By embracing diversity and inclusion, we strive to create a prison community where everyone feels valued and respected. We will work closely with the protected characteristic strand leads in the prison to ensure prisoners and their families are treated fairly and without bias. Additionally, we will actively promote diversity and inclusion during family days and enrichment activities.



This diversity and inclusion policy is available in a range of different formats and languages upon request. Please contact the strategy owner, at HMP Kirklevington via the switchboard for further information.

Understanding the Needs

As a family strategy team, we will be dynamic, assessing and responding to the changing needs of the current prisoner population.

Needs Analysis

We will conduct a needs analysis every 2 years, using a variety of data sources including: OASys/Sentence Plans, whole prison surveys, local family data & visitors' voice data. We will work with the psychology team to review the recommendations and plan provision for the year ahead.

An in-depth needs analysis was conducted by the psychology team in 2021, key recommendations were included in our FaSO action plan and future actions continue to be identified, addressed and evidenced within our overall action plan.

Visitors' Voice

Quarterly visitors' voice sessions are organised and facilitated by Nepacs with the support of prison staff.

"Visitors' Voice groups bring together families and loved ones of prisoners to have their say on how visits are run and how Nepacs and the prisons can improve the visit experience and support for families. These help in the running of our Visitors Centers and other support services."

All feedback from visitors will be discussed at the monthly family governance meetings and any areas for improvement will be addressed and fed into the action plan.

Children's views and opinions are also greatly valued, Nepacs play workers will gather this information in a child appropriate forum with the consent of the children's parents.

Focus Groups & Prisoner Consultative Committee Feedback

Monthly Prisoner Consultative Committee meetings are held by the Residential team, prisoners are free to raise any issues they may have or suggestions for improvements. Staff may also attend the meetings to discuss specific topics to gain feedback, or separate focus groups may be organised.

Performance & Assurance

HMP Kirklevington Grange is a high performing prison, and the family strategy team provide a service which meets the highest of standards. Below are some of the ways in which we hold ourselves to account and provide assurance to the Governor that the service that we provide to prisoners, their families and significant others meets the requirements of the HMPPS Delivering Effective Family Practice guidance.

We are closely aligned with:

- The 19 recommendations of the Lord Farmer Review – 2017.
- The HMPPS Delivering Effective Family Practice – 2018.
- F&SO Feedback
- HMIP inspection feedback.
- Internal audit and compliance reports.

Governance Meetings

The prison will ensure that regular contract management meetings are held with the provider to ensure that the contract is being adhered to. A quarterly performance review meeting is also embedded, with any areas that require improvements being escalated to senior contract manager.

Yearly Self-Assessment

HMPPS Family and Significant Other (FaSO) Performance Measure is completed annually by HMP Kirklevington Grange and feeds into the overall performance of the prison.

“Establishments will need to complete a self-assessment measure, answering a range of questions covering family and significant other work. The measure is designed to encourage a proactive approach to family and significant other work, and an establishment will score well if it is able to evidence proactivity in response to the range of questions within the measure.”

Performance updates are provided to the monthly Senior Leadership Team (SLT) Performance and Assurance meeting by the Head of Reducing Reoffending.

Assurance Framework

The Custodial Manager Family and Significant Others Champion will maintain responsibility for ensuring that assurance checks are carried out as per the assurance framework.

HMIP

The prison is subject to inspections by HM Inspectorate of Prisons and the most recent inspection was carried out in September 2024. Outcomes for prisoners against four healthy prison tests: safety, respect, purposeful activity, and preparation for release were recorded as good in all 4 key areas.

There were no HMIP recommendations from the 2019 or 2024 report in relation to Family & Significant Others but any future recommendations will be fed into future versions of the strategy and action plan.

All staff at HMP Kirklevington are familiar with HMIP Expectations and will continue to ensure that they are met:

- Prisoners are encouraged to re-establish or maintain relationships with their children and families where it is appropriate and are supported in doing so.
- The prison supports the rights of children visiting their parent in prison, subject to a risk assessment for public protection concerns.
- Prisoners have regular and easy access to mail, telephones and other communications, subject to a risk assessment for public protection concerns.
- Prisoners can maintain access to the outside world through regular and easy access to visits. They are aware of the prison procedures and their visits entitlements.
- Prisoners and their visitors are able to attend visits in a clean, safe and respectful environment which meets their needs.

IMB

The Independent Monitoring Board are a team of volunteers who monitor the day-to-day life and treatment of prisoners and detained people in every prison in England and Wales, and every immigration detention facility across the UK.

The Reducing Reoffending Management team work closely with the IMB and will address any concerns in a timely way. Concerns are infrequent; however, any trends would be discussed at the monthly family governance meetings.

Audits

Nepacs and Waythrough conduct internal audits of their services, with the results being discussed in the contract governance meetings.

It is good practice to conduct peer audits as a method of assurance, we have good relationships with our colleagues in neighbouring prisons who are happy to conduct peer audits.

The regional team who reports to the regional Prison Group Director also conduct regular assurance visits, with any questions regarding the services being directed to the Head of Reducing Reoffending.

Facilities

The Grange coffee shop



The first stop for visitors, a warm and inviting café ran by prisoners and friendly staff, The Grange coffee shop features:

- Ample car parking spaces with designated disabled parking spaces
- Valeting available for public and visitors
- Products in the market garden shed available for purchase to take home
- Selling redemption roasters coffee and a large range of cakes and home cooked food.
- Toilet and baby change facilities

The Welcome Centre

A purpose-built area for visitors to check in with prison staff as well as an area used by Nepacs to deliver a meet and greet service for new visitors.

The space is also used to provide information and signposting to various support services including, but not limited to - debt advice, employment and skills, children's services, drug/alcohol support, women's services housing, health and wellbeing.



Visits Hall

The visits hall includes:

- Designated seats and tables
- Legal Visits room
- Play area for young children.
- Tea bar facility offering hot/cold drinks and snacks.
- Outside seating area
- Toilet and baby change facilities with a dedicated accessible toilet
- Phone hub – video calling facility.



The Gymnasium

Family days are held in the visit's hall and/or the gymnasium, this is relaxed environment which includes:

- Sports hall with seats and tables
- An area for sports/play/craft activities
- AstroTurf area for sports and games



What we offer

The services we currently offer prisoners to help them maintain their family ties include:

Visits

“For a prisoner who receives visits from a family member, the odds of reoffending are 39% lower than for those who do not.” - Lord Farmer

In an open prison it is quite common for prisoners to request less visits once they begin accessing ROTL to maintain family ties, however the visits entitlement remains despite access to ROTL. Visits are held on Wednesday, Friday & Saturday afternoons from 13:45 – 15:45 and Sunday 09:00 -11:00 and 13:45 – 15:45.

Visits entitlements are outlined in PSI 16/2011, a copy of which is available in the prison library or on the internet via the HMP & YOI Kirklevington Grange website. Current Visits entitlement at Kirklevington Grange is a maximum of 5 visits per month which are made up of: 2 x 2hr weekend visits 2 x 2hr midweek visit 1 x 2hr Reserve (anytime) pending spaces.

Nepacs play workers are present during visits to engage with the children, providing age-appropriate activities. We will also explore ways in which we can support prisoners and their families that may have neurodiversity needs by providing appropriate play activities in a suitable environment.

Teenagers will be provided with a suitable ‘boredom buster’ pack and we are exploring the possibility of utilising the welcome centre as an area for teenagers to spend time.

Nepacs will identify any prisoners who do not receive visits and reach out to offer additional support, whether it be referring to the official prison visits programme or signposting family to financial support to facilitate visits.

We will continue to work with prisoners and their families to explore ways in which we can improve the visits environment. Recent investment has been made into improvements within the play activity area, upgrading the refreshment bar and new technology has been installed to improve the overall visits experience.

Digital Services

With the development of digital technology, we have the following ways in which prisoners can keep in touch with their family, friends and significant others:

- Email a Prisoner – Prisoners can receive and respond to emails via this method.
- Phone Hub – video calling for those who are unable to visit in person, whether it be due to distance or mobility issues.
- In-room telephony – every prisoner has a phone in their room which they can use to contact family and friends that are on their contact list.

Family Days

There are six full family days planned throughout the year, one for each of the main school holidays. Prisoners must apply for these visits and priority is given to prisoners who have not yet been approved for ROTL (Release on Temporary Licence) to maintain family ties. Each family day is themed and offers:

- Sports/play/craft activities
- Hot lunch provided.
- Family photograph opportunities
- Books for children to take away with them.

The gym staff, safer custody, catering team and library staff come together to organise the family days with Nepacs, working hard to ensure that prisoners and their visitors can make happy memories.

Feedback will be collated at the end of each family event to inform future planning. The prison family support worker, prison staff, NEPACS staff & volunteers will work in partnership to ensure that prisoners and their visitors can make positive memories.

Enrichment Activities

Nepacs will work with prisoners and their visitors to assess what types of enrichment activities are in demand, the offering will change depending on the needs identified.

This may include homework clubs, baby and toddler soft play sessions, child free visits for couples or prisoners and their parents/grandparents. We are very keen that family enrichment activities do not focus only on children as prisoners may need to build or maintain relationships with parents, extended family, or significant others. We will support prisoners and their families that have neurodiversity needs by exploring the use

of quiet time visits, sensory play activities etc., to help them to maximise time with family. Cultural diversity will be embedded with a calendar of cultural & religious celebrations to be observed with the support of the Chaplaincy team and the Residential function.

Family Support & Advice

A full time Nepacs support worker is available in the New Directions Centre, during the core day & on selected evening/weekends, providing support to prisoners in the following areas:

- Supporting prisoners to re-establish contact with family and friends.
- Providing 1:1 casework, support on trouble shooting barriers to visits, access to children, visitation rights, social services and help completing paperwork and applications related to family contact/custody.
- Working with internal departments and partner agencies to ensure prisoners receive a joined-up approach to their case. This will also include contributing to risk assessment boards and liaising with the Prisoner Offender Managers (POM's) to provide updates.
- Communicating with the prisoners' family/significant other and external organisations including but not limited to social services on behalf of the prisoner.
- Identifying prisoners who do not have family or significant others, they may or may not be care leavers. They will promote the Official Prison Visits programme, as well as liaising with the chaplaincy team where appropriate.

Early Days in Custody (EdiC)

Nepacs Early Days in Custody (EdiC) Family Support Workers at HMP Kirklevington, offer support to prisoners and their families/significant others in the first two weeks of being located here, this support can include:

- Support to resolve 'early days issues' around family contact
- Being a point of contact for prisoners and their families/significant others
- Attending relevant meetings and/or reviews involving family contact/relationships and support when issues are apparent.
- Liaising closely with Nepacs' support at court project and Court Liaison and Diversion teams in regard to individuals coming into custody with family support needs and notify the relevant departments as appropriate.
- Helping to reduce or resolve family relationships issues i.e. child contact.

- Referring into other Nepacs' activities to support family ties such as father/child visits, extended family days, homework clubs, youth project outreach activities

DART family services

A part time DART (Drug & Alcohol Recovery Team) Family Support Worker is also based in the New Directions Centre. The DART family services are available to prisoners who are active on the DART caseload. The Nepacs and DART family specialists come together regularly to ensure their services compliment each other, working together to achieve the best outcomes for prisoners.

Reading Opportunities

Reading with children is a proven way in which positive, fundamental family relationships can be developed. Irrespective of ability and interests the sharing of a story or book can cement positive communication channels between families. Believing in the gift of reading, we therefore offer:

- Story Book Dads – the family support team help prisoners to record a bedtime story which can be sent digitally to their family.
- Raising Readers – provides family members matching books to share live over a facilitated phone call.
- Local relationship with independent bookstore (Drake) – facilitates live storytelling and family days, role modelling to early reader fathers on how to verbalise stories when reading skills may be undeveloped.
- Children's Books are available on request via the Nepacs family support worker for prisoners to use to in their room or whilst on ROTL.
- Shannon Trust – trained peer mentors provide support to others to develop and enhance reading, these skills can be shared in all areas of the family environment.
- Books are donated by the Give a Book & Prison Reading Group for children to be presented with on family days and Stockton Borough Council Library Service promote family reading.

Heading Home

Prior to prisoners accessing ROTL with their family and/or significant others the Nepacs family support worker will deliver the Heading Home programme. This will prepare the prisoner and their family for a return to the family unit as we recognise the impact that

this may have. In closed prisons this programme is delivered in the 3 months prior to final discharge, however as prisoners have access to ROTL in an open prison we have committed to delivering it in the first 3 months of arrival, typically the period when prisoners are being assessed for, and therefore not yet accessing ROTL.

“The aim of the Heading Home project is to offer guidance and practical information to support prisoners and their families during this challenging period, while raising awareness of the support they can access in their locality.

The project also wants to provide families with the opportunity to discuss the impact their relatives’ offending behaviour has had on the relationship.” - Nepacs

Personal Officer

All prisoners are allocated a personal officer upon arrival at Kirklevington Grange. The scheme seeks to develop constructive, motivational relationships with individuals in supporting them to make appropriate choices, giving them hope and responsibility for their own development. Throughout the ongoing interactions with their personal officer, conversations topics include family contact and ties, exploring if they are in regular contact with family and do they receive regular visits. Conversations around any upcoming ROTL periods to maintain family ties may be discussed and staff encourage attendance at family focused enrichment events, family days where appropriate. Personal officers are required to signpost prisoners to partners such as Nepacs and DART family worker support when required and prisoners who do not receive visits or do not have positive family contact are highlighted to OMU and referred to partners for support and/or intervention if needed.

Offending Behaviour Courses

Prisoners may be directed by their Prison Offender Manager (POM), or the Secretary of State to participate in specific offending behaviour courses to meet their needs. An example of this is the Building Better Relationships course. These courses are accessed by prisoners whilst on temporary release.

ROTL

As an open prison HMP Kirklevington prepares prisoners for release on temporary licence (ROTL), although this must first be approved via a risk assessment board.

Exploring ways in which the Offender Management Unit can involve prisoners' family and/or significant others in the risk assessment process features on our action plan.

Maintaining family ties can include Resettlement Day Release (RDR), Resettlement Overnight Release (ROR) and Special Purpose. ROTL is a key element of preparing for release, providing prisoners with the opportunity to re-establish relationships with families in a structured way. This transition can be difficult for many reasons, however with support available from family support workers and POMs we aim to make the transition as smooth as possible.

Family members often support prisoners by helping them to job search in the home area prior to release, this is a fantastic way of supporting a loved one to resettle back into the community and it is encouraged by our Job Club.

Further information regarding this can be found in the ROTL Policy Framework or prisoners can speak to their POM.

Bereavement Support

If a prisoner suffers a bereavement whilst in custody, as well as exploring whether ROTL is a possibility during this period, the Orderly Officer will also ensure that support from the Chaplaincy and Safer Custody Officer is offered.

The Safer Custody Officer will also support the prisoners who are particularly struggling with support via Cruse Bereavement and there is a contact number for Cruse on prisoner PIN numbers.

Care Leavers

Kirklevington is committed to ensuring care leavers are correctly identified and given the support and pathways required to enable them to succeed while at Kirklevington and on release. Nepacs are trained to support care leavers and will identify any needs on induction into Kirklevington.

Foreign National Prisoners

We support foreign national prisoners (FNP) on a case-by-case basis. Usually, for FNPs to reach the open estate, their risk of abscond and failure has been deemed extremely low, which often means they have family members in the UK and therefore the range of family contact opportunities available to the rest of the prison's population is available to FNPs. There has been only one foreign national prisoner arrive at Kirklevington since 2019 therefore managing FNPs on a case-by-case basis remains appropriate.

For wider family and significant other contact, in cell telephony allows for calls to be made at any time of day which would help with prisoners having to contact family in a country with a different time zone and video calling is also available.

We will work with our Foreign National prisoner to see if there is anything that we can improve from a family support perspective.

PACT Portal

National Prisoner's Families Helpline website for England and Wales, offering support for families who have a loved one in contact with the criminal justice system.

HMP Kirkclevington | Prisoners' Families Helpline (prisonersfamilies.org)

The Prisoners' Families Helpline website provides a 'worried about a prisoner' portal to guide families with concerns to the right source of support and a Safer Custody Toolkit for prisons providing guidance, tools, and resources to support consistent and effective family engagement through recording, responding to and acting on safer custody concerns.

Staff Training

Equipping staff with the knowledge that they require to support prisoners, and their families is essential.

The training that links to supporting prisoners and their families includes:

- Supporting Care Experienced People
- Hidden Sentence Training
- Care Leaver Awareness Training
- Parental Rights in Prison Training
- Social Care awareness
- NPS Child protection & safeguarding
- Personal Officer Training – which includes the importance of supporting prisoners with family ties.
- POM Training – which includes the importance of supporting prisoners with family ties.
- Local Neurodiversity awareness

We will continue to explore how we can develop staff training, working together with Nepacs and Humankind – as well as external organisations and charities.

Safeguarding

All staff are required to complete a safeguarding online training package and completion is monitored by our training coordinator. The safety of vulnerable children and adults is paramount and there are clear safeguarding systems built into the Public Protection local operating procedure.
