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**HMP Lindholme**

**FAMILIES & SIGNIFICANT OTHERS**

**STRATEGY**

**Published December 2025 - 2026**

**Review Annually**

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**HMP Lindholme Ambition Statement**

“Inspiring Better Choices By All”

A group of people standing together

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**The HMP Lindholme family strategy is led by the Head of Reducing Reoffending and the local Families and Significant Other Champions are the Custodial Manager in Operations with responsibility for visits and the Activities Hub Manager.**

We aim to have an effective family strategy and services that will help prisoners, their families and wider community, to maintain and build relationship establishing a firm footing on release for prisoners. We expect this to be something everyone at Lindholme contributes to achieving.

We want to help prisoners keep and build safe and supportive relationships with family members and significant others. These relationships can make people safer and less likely to reoffend.

We aim to make it easy for prisoners to contact and be contacted by family and friends.

To us ‘family’ and significant others means the people who are most important in someone’s life currently. This can be different for different people, and we want to recognise all supportive relationships relatives, friends and statutory organisations.

**Making the ambition real**

Our family services are delivered by qualified family services staff from the charity Pact who work across Lindholme. We aim that staff and services in Lindholme all understand the importance of family and significant others and how they can help to support this. We have a family forum events with staff from across Lindholme to deliver and monitor the strategy every 6 months at least.

We are a training prison and will review our approach through regular meetings and yearly we will publish widely a full review of our work. We also want to hear what families and prisoners have to say about the strategy and will use surveys, forums and suggestions boxes to listen to views and develop our approach. This will be included in our development and action plans.

**Background - The Farmer Review on Family Ties**

Lord Farmer published a report in 2017 investigating how connecting prisoners with people important to them can improve their wellbeing, help keep the public safe and reduce reoffending. Lord Farmer says that contact with significant others should be a ‘Golden Thread’ running through all parts of a prison. Lord Farmer’s recommendations to improve the relationships between prisoners and their families or significant other are being taken forward by Prisons and the Probation Service across the country. This strategy explains how Lindholme is going to deliver these recommendations.

**What we want to focus on improving 2025 to 2026.**

Bring Family and Significant Other focus across the prison by: -

* working with Prison staff and service providers to make sure all support the family services work.
* Increase the amount of family and significant other activities such as befriender volunteers in visitor centre.

Support those who do not have visits: -

* understand who this effects, why and bring more ways to support.

Listen more to those who it is important to: -

* Do more to listen to families and significant others to improve our service in this area.
* Review and adjust communication for families.

**How we will measure our success**

* Through prisoner and visitor forums and questionnaires.
* Self-assurance processes assured by regional colleagues and contract management teams.
* At the Quarterly Family Strategy Meeting.
* Feedback from events such as family days.
* His Majesties Inspectorate of prisons feedback and other assurance visits.
* Complaints and our responses.

**Making it easy to keep in contact.**

All our visiting and contact arrangements are provided to visitors in an information booklet for families, updated and maintained by our PACT family support service. This is also on the Prison website and given to prisoners. We make staffing on our visit’s days and the prison mail service a priority recognising the importance of certainty in these areas.

We will make it easy to keep in contact with prisoners at Lindholme by ensuring we listen to ideas and where practical incorporate them into our working practices. The present facilities are letters, digital visits, telephone access, family days and email a prisoner.

**Visiting Prisoners at HMP Lindholme**

Our ambition is to make visiting prisoners at Lindholme a positive experience for all, creating a friendlier and child focused approach with images that describe processes, ensuring that we have facilities in the visitors’ center and main visits for children.

To visit at Lindholme, this needs to be booked in advance online at [**www.gov.uk/prison-visits**](http://www.gov.uk/prison-visits)**.** Also, visits can be booked using the telephone booking system.

Lindholme holds visit sessions on both weekdays and weekends.

**Visiting facilities**

There is plenty of visitor parking just outside the Prison. There is a warm and dry visitor center just outside the Prison. This has baby changing facilities. Food and drinks are not available in the visits center but are available in the main visits’ hall.

**Prisoners who do not receive visits will be identified and supported: -**

* By Monitoring visits data and discussing at the PACT monthly contract management meeting.
* Pact are delivering Enrichment Days to those who do not receive visits providing structured activities as well as inviting in external organisations to work with the men such as Therapy Dogs.
* By Prison key workers and service agencies following referrals made from staff engaged with prisoners.
* Extra letters can be provided in circumstances where this is thought to be the best form of communication to encourage family contact (postage in most cases will need to be met by prisoners beyond their mandated allowance).

The assisted visitor scheme will be available for families who have financial difficulty in visiting (criteria will be applied and information can be gained from the staff within the Visitors Centre).

**Young Adults**

Approximately under 10% of our population is made up of those considered young adults (18-25). It is important that we recognise the needs of our young adult population and ensure that they are supported effectively and receive a service that meets those needs whilst in a custodial setting. It is also important that we can help these people with subjects such a financial planning, benefits, accommodation, and employment, that they may not have faced, prior to custody. Many of these elements are specifically covered in aspects of our educational curriculum.

**Family Concern Line**

If a family member has any concerns about any prisoner in our custody, this could be regarding their vulnerability, violence, poor coping, their health, or safeguarding issues, they should contact the safer custody hotline where their concern will be immediately picked up.

**Safer Custody at Risk Hotline Monitored** - 01302 524731 7 days a week (not live monitored).

**In an emergency**

Call 01302 524 700 if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.

Telephone calls to this number and using this process should only be used in extreme circumstances where a loved one/prisoner is in extreme danger of violence or has made a threat to take their own life.

Pact have a generic email for Families to contact if they have any queries in regards to visits, regimes and to provide feedback: [lindholme@prisonadvice.org.uk](mailto:lindholme@prisonadvice.org.uk)

Additionally, Pact run the National Prisoner’s Families Helpline (0808 808 2003 – Monday to Friday 9am – 8pm, Saturday – Sunday 10am-3pm) as well as the Prisoner’s Families Website [prisonersfamilies.org)](https://www.prisonersfamilies.org/) which is regularly updated. Families can now access the ‘worried about a prisoner’ Safer Custody Contact form which is directly linked to the Safer custody team email for them to respond. This tool is for all non-emergency issues.

Wherever possible and practical, and with the consent of the individual concerned, families may be involved in care and support plans for prisoners experiencing difficult times.

**Lindholme Family Services - provided by Pact.**

**The Prison Advice and Care Trust (Pact)** is a national charity that provides support to prisoners, people with convictions, and their families. They support people to make a fresh start and minimise the harm that can be caused by imprisonment on people who have committed offences, on families and on communities.

Pact are committed to the following bespoke delivery model:

PACT refer any emails for the attention of the establishment and the Pact mailbox is the best form of contact for effective responses to be initiated.

Pact will provide information services in the Visitor’s centre ensuring all visitors have the information they need:

* Working with the prison to identify first time visitors and supporting them through their visit journey explaining the process and offering support.
* Signposting visitors to external organisations such as assisted prisoner visits scheme, children’s centres, or local support groups.
* Consult and co-create visit services with visitors to continuously made improvements to the environment and the services delivered through Family Forums.

Family Support Workers supported by student placements, will assist in the delivery of Family Days with several planned around school holidays, participant totals will be in line with our ability to provide materials and staffing. There will be a variety of themed days to include days for adults only, adults and children, neurodiverse days and enrichment days for prisoners who receive no visits / have no contact with society.

* Planning with prisoners/families to incorporate personalised activities.
* Family learning/casework activities including opportunities for Dad’s to learn how to parent from prison.
* Targeted sessions to support relationships with older children as well as younger children.
* A local delivery agreement of targeted therapy sessions for those prisoners who are vulnerable or do not receive visits with the use of animals.

Pact will provide casework to support rebuilding/strengthening relationships, including:

* Family-based needs assessment. During 2024 there were 84 referrals into the service, av. Monthly Caseload 33, a total of 977 actions and 119 positive outcomes.
* Family Conferencing and mediation to support relationship repair following loss of contact and as part of resettlement planning.
* Delivery of a range of 1:1 Interventions around Families (e.g. My Family Matters, Going Home), Relationships (e.g Anger and Stress in Relationships, Good Relationships), Parenting (Parenting 0-12, Parenting Teenagers) and their own self (e.g confidence and assertiveness, Managing your worry). Pact will provide the workbooks that will be handed out to the prisoners. Once completed the Family Engagement Worker will give feedback, and this is also given to the Prison Offender Managers, certificates are given for completed workbooks. This is for both 1-1 and groupwork.
* Identifying prisoners who do not receive visits and offering them support. Pact will print a list of men every three months who do not receive visits and send a letter offering them support. Pact will explore their current relationships to see if there are financial barriers for visiting or if this is a breakdown of relationships. Pact will also support via prisoner penfriend and Official Prisoner Visitors through National Association Of Prison Visitors. Pact will work alongside the Chaplaincy team as they also offer this service through the church. Pact will hold two events facilitating therapy dogs coming into the prison engaging with the prisoners that have no visits, self-isolating or have mental health concerns. Pact have contacted a service that provides this and this service attends other Prison establishments.
* Promoting Secure Video Calls to prisoners who are not receiving regular visits from Families or significant others and working with the families to support applications to the assisted prison visits scheme.

Pact will work to align delivery with Prison Education to maximise funding/relationship course delivery within the prison, e.g.:

* Building Stronger Relationships
* Pact Parenting
* Communication
* Conflict and Forgiveness
* Family Finance

Pact’s Family Support Workers will ensure play services are open at HMP Lindholme as specified including:

* Session plans/structured play activities to incorporate calendar-based themes, play/child development needs.
* At-table child-friendly activities, encouraging engagement between parent/child(ren) (as permitted).
* Homework/baby clubs, family learning through extended/specialised visits.
* ‘Book Start’ books packs to all children as well as securing donations of toys/equipment for play areas through extensive links with churches.
* Utilisation of play areas and outdoor facilities
* Supported visits, Family Conferencing and use of legal visits/other available space to support family reintegration.
* Extended visits to support child/carer relationships.

Pact’s Family Engagement Manager will train/manage student placements/volunteers to ensure play services are open at HMP Lindholme as specified including:

* Providing placements to local student who will support visits and play within the visits hall.
* Volunteers and students will support and facilitate all of the above with the assistance of the Family Engagement Manager and Family Support Workers

We work with our Family Services Provider to make the Visitors Centre more visitor and child friendly and will be holding forums at least six monthly together to gather feedback from visitors and prisoners. Some feedback received in 2024 from a visitor: **“I don’t use the service that Pact provide but i do often sit and chat to the ladies. I see visitors waiting to chat to them and asking them lots of questions. It’s so nice to see them interacting with visitors with empathy , enthusiasm and dignity.”**

**Family Days**

At HMP Lindholme we support family relationships by offering extended family days throughout the year. The focus of the days are to bring families and significant others together ensuring prisoners and their loved ones build stronger bonds. Access to the days is evaluated based on need. The family days are open to all prisoners to apply. Ideas around the days are encouraged as we are always looking to improve the experience.

**Here’s some the feedback received from families attending the days:**

*“This service is vital to maintaining family contact and the service the pact team deliver is fantastic”*

*“The Team always engaged in conversation and made to feel a part of the day*”

“Excellent day, all the staff was amazing, very friendly, a great atmosphere”



“Lovely opportunity to spend time and relaxed visit while you can play with your

kids.”

*“Great day, such a special time and made valuable memories and family bonds”*

“thank you to all the staff that have made today a good day it means so much to spend time together doing all the activities”

[Cite your source here.]

“was a really good day and enjoyed the activities especially as my son has autism and finds visits quite difficult , but on this day he was able to talk and play with his dad”

[Cite your source here.]

“really enjoyable and funny day with the family so nice to see the kids playing and having fun with their dad wish all visit could be like this”

**The family strategy throughout the sentence / Care Leavers**

When prisoners arrive at Lindholme for the first time they are given information during the induction process about the PACT family team which explains family services we have at the Prison. Prison officers also check with prisoners the situation with family and significant others and any concerns they may need help with.

We understand that not all prisoners have the support of family, it is important that we can offer help to build other links in the local community. So it is helpful knowing this as soon as possible as prisoners arrive at Lindholme.

We aim to identify care leavers at the earliest possible opportunity, to ensure support tailored to their needs.

At present, the protected characteristic lead for age oversees our Care Leaver cohort. It is possible for care leaver peer mentors to be co-ordinated and for care leavers to have access to support from community services including Personal Advisors where applicable. The services of Official Prison Visitors and pen pal schemes may also help to bridge the support gaps that some care leavers may experience.

This is really important for those that have been in Local Authority Care so we also have services for Care leavers as part of our care leaver strategy working with the care leavers association. If Pact identify any care leavers, they will signpost them to the Care Leaver lead within the prison or signpost them to relevant agencies whilst supporting them with identified needs.

All of the prisoners in Lindholme have a prison officer called a Key Worker who will speak regularly with them to look at how they are managing their time at Lindholme. The Key Worker will be the regular member of staff who will encourage contact with families and discuss regularly supporting them and involving them on the prisoner journey. Key workers may also contact family as part of their work to support family relationships. Families are encouraged to have involvement in ACCT (Assessment Care in Custody Teamwork) reviews, CSIP (Challenge, Support and Intervention Plan) reviews or Segregation Case Reviews (further information surrounding these can be sought from the Safety Department).

Returning to the family home following a long period of away can be difficult and a big change to prepare for. There may also be public protection concerns which may mean it is not appropriate for somebody to return to the family home straight away. We offer support to those in custody, working with partner agencies to arrange accommodation working with community social care teams and probation staff. Pact will be delivering Coming Home to identified men within Pact’s caseload who are returning to the family home and may be feeling overwhelmed or worried about returning after a long period of time. Pact will work with different departments within the prison to identify these men and support them emotionally with the prospect of going home. Pact will communicate with OMU and the Employment Hub in the prison if they identify someone who could potentially go back to the family home.

Lindholme also understands the additional needs of care leavers and works to support care leavers as part of our care leaver’s strategy with this being led by our Senior Probation Officer.

**Safeguarding**

We have a Safeguarding Strategy manged by the Safety Function for the Lindholme and outline in this the establishment approach to child safeguarding and arrangements to ensure staff are aware of the process.

Prison staff are actively completing Safeguarding Training on the My Learning Platform with visits staff being the priority group.

**Family Feedback & Surveys**

To ensure the voice of families and significant others are heard, we will hold six monthly family forums with the family strategy lead and or champions and family services manager. We will also carry out written family surveys. We will publish “you said, we did” posters informing visitors of how we have addressed emerging ideas or issues.

Regular forums are held as well as online forums with visitors.

Information forums are held for local schools and a Pact and prison staff attend local schools to inform them about prison processes to break down perceptions about life and conditions in prisons.

**Roles and responsibilities of children and families’ champions**

**Purpose**

It has long been known that prisoners who maintain a bond with their families are at a lower risk of re-offending post release.

The key role of the Children and Families Champion is to support the Head of Reducing Reoffending and the creation and development of a healthy relationship between prisoners and their families.  The role should operate across both operational and strategic levels, at HMP Lindholme the Champions are the Hub Manager in Activities and Supervising Officer in Operations.

**Objectives**

* To work with internal and external agencies to create an atmosphere of ‘Family Friendly Visits’ and therefore reduce any barriers to visiting.
* To work closely with internal and external agencies to provide advice and support to families.
* To work with providers of family services to develop and implement appropriate interventions designed to promote a healthy relationship between prisoners and their families.
* To promote positive family contact e.g. via father-child visits, homework clubs, family days and other family development opportunities.
* To develop prisoner referral procedures (e.g. via reception/first night) in order to establish an ongoing needs analysis.
* To ensure that if concerns are raised, or where a CP plan is in place, about a child’s welfare and safety, appropriate action is taken to support vulnerable children and young people in conjunction with relevant agencies in the family’s home area.
* To implement, make widely available and maintain the Visits Safeguarding Policy ensuring it is publicised in relevant areas.
* To liaise closely with the CRC, providers of family services, offender supervisors/caseworkers and a range of Voluntary Community Sector organisations based at the prison to enable families to contribute towards successful rehabilitation and resettlement.
* To work with providers of family services to create support groups for families as appropriate.
* To monitor and report on the effectiveness of the Children and Families provision to the Head of Reducing Reoffending.
* To assist family provider services in implementing and delivering family staff awareness training/staff briefings.
* To liaise with other Prison Children and Family Champions to share good practice, resources and approaches.
* To raise awareness about offenders’ children and families across the prison establishment by delivering annual awareness raising sessions at full-staff meetings and ensuring that the Children and Families action plan is communicated with the wider prison staff team effectively.