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**HMP Whitemoor**

Public Sector Prisons – LTHSE

Family and Significant Others Strategy

November 2024

Governor Aidy Jones

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Date:

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**AIM**

HMP Whitemoor aims to provide good quality visits in a relaxed environment and make a significant contribution to the wellbeing and attitude of prisoners.

We will ensure that prisoners are encouraged through social and official visits to maintain links, and build better relationships, with their family, friends and other individuals or organisations who may constructively contribute towards the prisoner’s successful reintegration into the community upon release*.*

All visitors, including children to whom prisons may seem daunting and overwhelming places, will always be treated courteously and with respect, striking a sensible balance between this requirement and those relating to the maintenance of security, good order and discipline and the prevention of crime.

We understand that Relationships are a critical element of our Children, Families and Community Pathway and are fundamental in our reducing reoffending strategy.

Maintaining family relationships is paramount in achieving a reduction in re-offending. HMP Whitemoor is committed to the fostering of good family relationships and the maintenance of existing relationships to aid resettlement of prisoners. The Prison aims to provide a framework that enables positive outcomes and interactions for Children and Families with a close family member in our custody.

Following the Lord Farmer report of 2018 HMP Whitemoor welcomes the recommendations that family work should be included in all four standards in the *Prison Safety and Reform* white paper.

**Standard 1: Public protection**

Policy frameworks should require evidence of the involvement of families or other supportive relationships in sentence planning, resettlement planning and decisions regarding the use of Release on Temporary Licence.

**Standard 2: Safety and order**

Prisons should be able to show evidence that family or other supportive relationships play a role in intelligence gathering regarding a prisoner’s mental health, drug use (prescription and illicit), propensity to violence and risk to self.

**Standard 3: Reform**

Given their role in prisoner rehabilitation, a standardised visitors’ survey should be developed to capture the experiences of families as they seek to maintain contact and to enable comparison between different establishments.

**Standard 4: Preparing for life after prison**.

Prisons should be able to show how many prisoners do not receive visits.

## **Lord Farmer Report**

The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crimein partnership with the membership charity Clinks, was commissioned by the Government to investigate how connecting prisoners with their families can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.

The Farmer report was published on 10 August and made 19 Recommendations that put family and significant others at the heart of prison reform. It supports efforts to improve the relationships between prisoners and their families or significant others and the services that are provided.

Lord Farmer recommended the development of performance measures that will hold Governors to account for positive family work outcomes. These measures will be used to demonstrate how the prison and family services support the enhancement of relationships in preparation for prisoner’s release and positive reintegration into society.

According to the Lord Farmer report, ‘Family should be the ‘golden thread’ running through the processes of all prisons, as well as in the implementation of standards presented in the Prison Reform White Paper - Public protection, Safety and Order, Reform and Preparing for life after prison.

Lord Farmer’s report referred to a ‘local family offer’ recommending that all establishments deliver and develop provision in the following areas and that these are reflected in their local strategies which should be a minimum offer:

* Visitor Centre/Visitor Reception Services
* Staffing structure to ensure family work represents as an operational priority.
* Extended Visits – to enable supportive relationships to flourish.
* Family Learning – to equip prisoners to maintain and improve relationships.
* “Gateway” communications system – to demonstrate how the establishment have responsive communication systems in place for families.

**Lammy Review**

Another key aspect of families and significant others is recognising that they are diverse. All services or provision that we deliver must adhere to our duty under the Equality Act 2010. We should reflect inclusivity and diversity that support people with protected characteristics. The Young (2014) and Lammy (2017) reviews highlight the need to reflect Black and Minority Ethnic prisoners as part of their recommendations with specific reference to race and faith.

Our service providers should be reflective of our service users and all staff should seek to be culturally competent with an understanding of the types of services that should be provided to meet their needs.

We will monitor the demographics of our offenders via the Equality Action Team and focus on specific areas and services to highlight any areas of over or under representation and take corrective action where necessary.

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

Since every family is different (including who is considered to be part of a ‘family’), the impact of imprisonment is different for every family. Yet, research suggests that there are some fairly common experiences.

Over 10 million children in the world have a parent in prison and Action for Prisoners Families estimates that in the United Kingdom approximately 200,000 children have a parent sent to prison each year. (200,000 Silent Children Project “The impact of having a parent in prison”)

The children of prisoners are 3 times more likely to take part in anti-social and delinquent behaviour. Imprisonment can result in reduced family income, home and school moves, disrupted relationships, stigma and decreased social support. Each year in the United Kingdom more children are affected by parental imprisonment than by divorce. It is estimated that 65% of boys who have a father in prison will go on to offend themselves. This research shows that offending can be catastrophic to families and children, who are also being punished along with their parent (Action for Prisoners Families).

**Specifically**:

* Families experience emotional distress even with the loss of a loved one from the family home and/or family life: for example, families miss out on sharing family events such as birthdays and religious festivals, or even simple family activities such as meals, with the imprisoned family member.
* Prisoners are stigmatised for their offence, and their families often are too. Families are seen as guilty by association even though they are legally innocent and generally have had no involvement in the offence. This stigma is sometimes referred to as stigma by association. This stigma makes the imprisonment even more difficult for family members, and it can also mean that families are treated negatively by other members of their community, or face negative treatment from colleagues, peers, the media and even friends and family.
* Following the imprisonment of a person, partners of prisoners are often forced to take on multiple roles and responsibilities, particularly where the incarcerated family member has previously had an active role in the household.
* Imprisonment tends to impose financial strain on the families of the prisoners in two ways: by decreasing the family income and by increasing family expenditure, due to costly visits and phone calls, and sending in money for their loved ones in prison. Prison thus can exacerbate existing socio-economic disadvantage.
* There are often particular difficulties associated with prison visiting. Visiting often involves great deal of time, effort (both physical and emotional) and expense. Visiting can be an emotional experience, with both positive and negative feelings in the mix: for example, families usually enjoy seeing their imprisoned loved one, but due to the brevity of the visit saying ‘goodbye’ comes quickly, which can be distressing.
* Visiting can be particularly difficult for children, with facilities that are not ‘child friendly’ and confusing rules restricting how they can interact with their imprisoned family member; visiting times may not be compatible with teatime and bedtime routines, leaving children irritable or tired, which then may impact on school performance the following day.
* Stigma for the children of prisoners can be manifested in being bullied by classmates in school.
* Longer-term, children of prisoners are three times are more likely to engage in anti-social or offending behaviour than their peers who do not have a parent in prison.

**Outcomes**:

* Families will have the opportunity to attend programme reviews where appropriate and will be invited to these in order to play a supportive and pro-active part of a prisoner’s custody and resettlement plan.
* Access to appropriate communication is important in maintaining the support between Offenders and their families. HMP Whitemoor will ensure that systems are in place to facilitate correspondence that is easy to access and understand but remains secure.
* Partnership working will be key in our approach to the Families and Significant Others policy and we will aim to offer services that will best suit the needs of our population.
* We will provide a supportive environment contributing to offenders’ well-being and rehabilitation. This will include innovation such as the Story Book Dads (DVD’s), ‘Extended Family Visits’ and adjusted visits for those with children who have Special Educational Needs. This will be in conjunction with HMP Whitemoor’s Security department and Public Protection departments.
* We will review our provision across all areas looking at our facilitation of family contact and use this information to help prisoners maintain or restore relationships with family and friends. We will monitor the development of family contact and support through the Reducing Reoffending Pathway meetings.

**The following strategy outlines the key elements of how this is currently achieved and details developmental work for the future.**

**Why focus on Families and Significant Others?**

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

Research on desistance from crime, also suggests that positive family ties can have an encouraging effect on the rehabilitation of offenders.

Research shows that a prisoner receiving visits from children and family are 39% lower than for prisoners who do not receive visits. (May. C, et al (2008))

In a small number of cases maintaining family ties may not be appropriate, possibly due to the risk of harm that a prisoner poses to the family. Safeguarding children and supporting victims should always be a priority in the work at HMP Whitemoor supported by the National Probation Service

At HMP Whitemoor the Family and Significant Others Pathway, aims to ensure the interests of prisoners and their families and are addressed through:

* Helping to maintain family ties, where appropriate.
* Improving parenting skills of prisoners.
* Providing advice and guidance to families and prisoners.
* Developing a family friendly focus in prisons and through our Visitors’ Centre.
* Involving the family in the safety and care of individuals wherever it is deemed as appropriate.
* Providing support for the individuals that are identified to have little contact with their Families.

**Governance and Management of the Family and Significant Others Strategy**

The establishment Family lead will be the Head of Operations and will be assisted by the Family and Significant Others Champion who will be the Custodial Manager of Visits.

In order to ensure that the “family” remains the focus of our work towards the rehabilitation of our prisoners at HMP Whitemoor, the commitments listed below will be monitored through the following processes:

* Reducing Reoffending Meetings
* Establishment HMIP Expectations Document
* Management Performance reviews

**Measuring our success in developing the Family and Significant Others Strategy**

* Prisoner Family Needs Questionnaire
* Prisoner Consultative Committee
* Reducing Reoffending Meetings
* HMIP
* Prisoner MQPL
* Rehabilitative Culture Meetings
* Visitors Advisory Board

**Visitors’ Centre**

Ormiston Families run the HMP Whitemoor Visitors’ Centre.

Ormiston Families provide a range of services to support families affected by the imprisonment or offending behaviour of a relative.

Visiting a relative in prison can be extremely traumatic and confusing, especially for a child or young person.

This can involve a whole range of mixed emotions including sadness, fear, anxiety, anger, shame, and embarrassment. These feelings are all very common and understandable but can sometimes be difficult to cope with without expert support, advice, and guidance.

From a friendly welcome at our Visitors’ Centres, to supporting children affected by the imprisonment of a parent, Ormiston Families work to keep families connected.

Families and friends of prisoners who need advice or who have any questions can contact any of our Visitors’ Centre staff via email using the links below.

[hmpwhitemoor@ormistonfamilies.org.uk](mailto:hmpwhitemoor@ormistonfamilies.org.uk)

Visitors will be met upon reception and offered advice and guidance as required by visitors to the establishment.

The Visitors’ Centre will be open from 12.00 till 16.30 on scheduled visits days.

The Visitors’ Centre tea bar will provide tea, coffee, cold drinks, and snacks within the Visitors’ Centre prior to visits commencing on scheduled visits days.

Ormiston Families also provide tea bar facilities within the visit’s hall between 13.30 and 15.30 on the days of visits (Wednesday, Thursday, Saturday, and Sunday) Ormiston tea bar facilities will also be available on any planned extended family visits throughout the year.



**Domestic Visits**

HMP Whitemoor will provide a maximum of 26 domestic visits between 13.45 and 16.00 hours on Wednesdays, Thursdays, Saturdays, and Sundays.

The timing of individual visits will be in accordance with the current IEP policy and a prisoner’s banding inside of this. All domestic visits in the main Visits Hall will take place in the sight of supervising staff. The arrangement of the furniture in visits allows for clear supervision by staff and allows for wheelchair access to identified tables.

Visits will be monitored randomly by CCTV and recorded. The positioning of the fixed and remote CCTV cameras covers all areas in the main Visit’s Hall.

Visitors will be required to provide adequate identification on arrival at Whitemoor from the ‘acceptable forms of identification list’. Where a visit has been booked by telephone a booking reference number will be issued, which will be required for access to the establishment on the day of the visit.

When visits are booked online a booking receipt will be issued which will have a booking reference number. This should be printed off as proof of a visit.

Up to 3 adults, together with any accompanying children, are allowed at each visit. Everyone 18 years and **over** is classed as an adult and everyone **under** the age of 18 is classed as a child and must be supervised by a responsible adult.

Visitors not in possession of a valid booking receipt or booking reference number will NOT be allowed to enter the establishment without approval of the Duty Governor.

**All visitors should ensure they are in possession of the correct, valid visiting reference number before commencing their journey.**

No mobile phones, SIM cards, credit or debit cards or cash will be allowed into the Visits Hall, Tokens for purchases at the tea bar can be purchased in the visitor centre prior to entry.

Bags, etc. must be left in the lockers provided in the visitor centre. All visitors will be searched to level A standard upon entry to the prison and will then be subjected to a search by the search dog team prior to entry into the visit’s hall.

Visitors will not be subject to a full search unless this search will provide evidence that a crime has been or was about to be committed (under Prison Rules 71 and 64). When carrying out visitor searching, Whitemoor staff will remain aware of religious and cultural sensitivities.



**Children Visiting**

The overriding factor to allowing any child to visit is whether such contact would be in the child’s best interests.

The Governor has the discretion to prevent a visit by any person under 18 years of age if it is considered that such a visit would or could potentially place the child's safety at risk. All children and young persons under 18 years of age must be named on the visiting order, giving their age and date of birth.

Subject to a thorough assessment of risk in which the views of all parties, including those of the parents or guardians of the visitor, are taken into consideration, the Governor has the discretion to allow an unaccompanied visit from any person aged 16 or 17.

Prisoners that wish to receive a visit from a young person of 16 or 17 years of age, must write an application to the Head of Operations, stating the reason for the unaccompanied visit, along with the young person’s address and contact telephone number, as well as the address and contact telephone number of the young person’s parents/guardians or mother, if you are the young person’s father.

Should any child be left unaccompanied by their carer outside of the establishment either in the open or left in a car, a prompt check will be made to see if the carer is either on the premises or in the vicinity. If s/he cannot be found the Police/Social Services will be notified immediately.

Children that have been left unattended, will initially be taken into the care of the Visitors’ Centre staff until the arrival of the police/social service. Children will be released to carers if they come to collect children from the Visitors’ Centre, but a written statement, along with any CCTV evidence will be handed over to the police or social services on their arrival.

Any member of staff in the visits facility area who has justifiable grounds for believing that a child is being abused either inside or outside of the establishment will report their concerns to the manager in charge of visits who, in conjunction with the Duty Governor, will decide upon the most appropriate course of action. Such action may include curtailing the visit if appropriate and/or contact the police and social services.



**Visitors with Disabilities**

Visitors/Prisoners with a hearing impairment should advise the Visits Department in advance of the visit so that arrangements can be made, wherever possible, to hold the visit in a quieter section of the hall.

Visitors/Prisoners with sight-impairment should contact the Visits Department in advance of the visit so that arrangements may be made to allocate a table that is close to the visitor or prisoner control desks, as appropriate.

**Supporting Families with Neurodiverse Needs**

The Ministry of Justice defines neurodiversity as:   
An umbrella term used to describe an inclusive list of difficulties, differences, conditions and disorders including, but not exclusive to, learning disabilities, learning difficulties, Attention Deficit Hyperactivity Disorder (ADHD), Autism and Acquired Brain Injury.

It is estimated that in the community, one in seven people have a neurodiverse need, and our awareness of how this affects visitors and how we can provide adaptations is vital in supporting those families to access visits and family-based activities effectively.

**Preparation for Visit Materials**

It is key to properly prepare those with neurodiverse needs for visits and what will be expected of this. By adequately preparing those with neurodiverse needs for what will happen, we can reduce levels of stress, anxiety and help to regulate emotion and responses. This can be done in several ways, including:

* Video walkthroughs of what will happen at arrival, during visits and upon leaving.
* Social stories for what will happen on a visit and during security searches.
* Easy Read material for what will happen on a visit and during security searches.
* Now and next materials for security to allow prediction for what will happen next.
* A key member of staff who is always present during a visit to support families.

**Staff Training and Awareness**

Ensuring that staff are adequately trained in neurodiverse needs within the visit’s environment is vital in building support for families with neurodiverse needs. This can be broken down into:

* Staff training on a range of neurodiverse needs and how these present differently for children and adults.
* A key member of staff assigned to families with neurodiverse needs to allow for understanding and consistency.
* Neurodiversity Toolkits and Information Sheets, specifically tailored to children and families, available for all staff to reference.

**Neurodiversity Friendly Environments**

It is important to acknowledge that, even with the best reasonable adjustments in place for standard visits, these visits are inaccessible for some families with neurodiverse needs. This separation is impactful of both the prisoner and their families, and it is key that it is addressed as best we can. This can be done through:

* The use of quieter spaces, such as private rooms, to allow visits to take place for high need families.
* The use of neurodiversity-supportive resources within visits: this can include sensory regulation equipment such as fiddle equipment, blackout tents, sensory deprivation tools such as headphones or ear defenders, weighted blankets and larger sensory regulation equipment tools like sensory mats and spin plates.
* Running neurodiverse-specific visit events, which are designed to target those with neurodiverse needs through adaptations to the environment and the introduction of specialised workers. This also has the added benefit of allowing families to feel more relaxed, as there is less judgement of their family member’s behaviour as each family has a strong understanding of neurodiverse needs.

HMP Whitemoor is working with our Neurodiversity manager to ensure we do as much of the above as we can to make visiting family members more enjoyable for those with Neurodiverse needs.



**Family Days**

The focus of a Family Day is on promoting quality interaction between children and their imprisoned family member and creating and sustaining good family relationships.

Ormiston work with HMP Whitemoor to deliver a minimum of 12 Family Days each year ensuring the needs of children, young people and their parents are reflected in the content and delivery, including those of specific groups such as teenagers and BME groups.

Family Days are conducted in the Visits’ Hall of the prison and are restricted to a maximum of 13 prisoners.

Family Days are characterised by more relaxed interaction and fewer restrictions than during regular social visits allowing prisoners to get up, interact and play with their children. Family Days often incorporate access to other external services and agencies. This is particularly key in addressing the needs of families who are considered ‘hard to reach’.

A maximum of 2 adults will be able to attend, however direct family children are not limited.

The criteria for those visitors able to engage in family days will be restricted to immediate family including children, stepchildren, and grandchildren only; Adult visitors should be their parents, grandparents or principal carer.

All prisoners within the establishment will be given the opportunity to apply for children centred/family visits on a least one occasion during a 12-month period irrespective of their IEP level.

Once an application is submitted it will be assessed by the Operations Department to ensure all applications meet the criteria prior to the visit being approved.

Photos on this visit will be allowed as long as the prisoner makes an application and submits a cash disbursement form for £1 per photo prior to the date of the visit.

**Assisted Prison Visits Scheme**

Financial help is provided to those families with genuine difficulties meeting travel costs, and this is advertised in all relevant areas for Visitors’ information.

**Inter Prison Visits**

Inter prison visits are available on application between to prisoners located at different prisons who fall within the definition of close relatives. This will involve one individual being transported to the prison housing the other family member for the duration of the visit and then being transported back.

**Accumulated Visits**

Where the location of the family makes travel difficult accumulated visits can be considered. This will require the prisoner to accumulate 26 statutory visits in a 12-month period and apply for a temporary transfer to a suitable prison nearer their family to receive their visits.

**Prison Video Calls**

Prisoners can now apply to have a Prison Video Call, this was previously known as purple visits but is undergoing significant changes and re-branding, however the principle remains the same and allows prisoners who may not normally be able to attend visits due to family members being a distance away, overseas or other reasons maintain regular contact with families and significant others.

Applications for Prison Video Calls should be submitted to the Visits Department.

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**New Bridge Foundation**

New Bridge is a charity founded in 1956 with the intention of using volunteers to support people in prison to resettle back into the community after release.

The volunteers offer a bridge to the outside world to people serving prison sentences across England and Wales by offering non-judgemental social contact. The volunteers form connections with prisoners through letter writing and visits. A volunteer will support the same prisoner through moves to different prisons.

Once a volunteer befriender is matched with a prisoner, they will start writing them letters (many also use Email a Prisoner, and some connect through phone calls using designated New Bridge phones). After exchanging letters for 6 months, the volunteer will offer to visit the prisoner. Volunteers usually visit 3-4 times per year.

Any adult in prison in England or Wales is eligible to apply for a New Bridge befriender. Once a prisoner has contacted us to express their interest, we will send a form to their Offender Management Unit for completion. This form details the index offence, sentence length, previous convictions, date of birth, hobbies/interests, and any risk factors to be considered. The form should be signed by the OMU and the prisoner and returned to New Bridge. Once we receive a completed form, we will add the prisoner to our database and wait for a volunteer to select them. Volunteers often make their selections based on interests/hobbies so it’s important to ensure this information is provided. We send letters and cards to prisoners while they are waiting for a volunteer.

If you are interested in signing up to the New Bridge foundation, please ask for an application from.



**Correspondence and phone calls**

The facilities to write letters at own expense is available.

The prison pays for the facility of 1 ‘ordinary’ letter per week and for ‘special letters’ through application as per PSI 49/2011.

All telephone calls are made on the pin phone system at own expense. Monitoring arrangements exist in relation to the Public Protection and Security strategies as required in addition to a small amount of random monitoring.

Prisoners can access landing pin phones during all periods of on wing association time. In cell-telephony has now also been installed allowing prisoners to make calls when locked in their cells. The in-cell phones will be active between the hours of 6am and 11pm and prisoners can make up to a total of one hour of calls during this time (per day).

The provision to make reduced cost international calls exists in appropriate cases.

Arrangements are in place for Foreign National Prisoners to make phone calls in line with national policy.

The ability to make inter prison phone calls is available.

Families and friends can use the Emailaprisoner.com scheme all you have to do is Logon to [www.emailaprisoner.com](http://www.emailaprisoner.com) or contact 08448733111 for further details; there is also information available in visits and on the residential wings. This scheme allows family and friends to email a prisoner.

**Support for Care Leavers**

We recognise the challenges faced by those who are care experienced or care leavers. Due to the nature of need there is separate work through our Offender Management Unit to develop provision for men who are care leavers, individual POM’s and Key workers are the first port of call for support specific to care leavers.

HMP Whitemoor is fully committed to the HMPPS Strategy for the Care Experienced. On the first day after entry into the Prison all prisoners are seen by the Duty POM and they will be asked if they are Care Experienced. If this is the case it will be recorded on C-Nomis. The prisoner will then be asked by their allocated POM if they want the POM to contact their local council concerning their entitlements. They will also be offered the opportunity to meet a peer advisor who is also care experienced to help them understand and pursue the help that they are entitled to receive.

In addition the introduction of work with the New Bridge Foundation and their befriending service can provide social contact to those men who do not have any family contact.



**IN AN EMERGENCY**

**Call 01354 602350 if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.**



**Public Protection and Safeguarding**

We understand and fully consider that visiting a prison can be perceived as quite daunting to Families and Significant Others and this is more evident in relation to Public Protection requirements. To provide Families and Significant others with assurance I can confirm that the ethos and requirements of Public Protection is one of the core functions of HMP Whitemoor and HMPPS.

HMP Whitemoor’s ‘Offender Management Unit’ is a positive amalgamation of prison and probation staff who work collectively to cultivate a collaborative, establishment wide approach to all factors of public protection. This strand of interdepartmental collaboration is built on clear communication between all departments of the establishment as well as internal and external partner agencies. The constructive partnership enables us to identify public protection factors and support and develop men in our care who have been identified with public protection issues/requirements. Unfortunately, quite often the identified risk will be to the child/ren or named adults (who are part of the person’s family). The men in our care who have been identified as posing the potential highest risk will be supported/managed via multiple agencies.

The safety of all attending HMP Whitemoor is paramount to the service. However, the safeguarding of children is a priority and depending on the level of risk a person in our care poses to children, will determine the level of contact they can have with children, via letters, telephone calls or visits.

To ensure all factors of potential risk are managed appropriately, the individuals identified as posing a risk will be monitored via their communications.



**The Chaplaincy**

The Chaplaincy team offer support and help to everyone who work and live at HMP Whitemoor. The Chaplaincy department are a multi faith team and we are here for everyone, whether they have a faith or no faith.

Chaplaincy team offer regular support to all the men who are at risk from self-harm and suicide.

The Chaplaincy team will also help to arrange weddings, should a prisoner wish to get married to their loved one whilst they are in custody.

The Chaplaincy are a key contact with families when there has been a bereavement and will offer invaluable support to the men who live here, and where appropriate will arrange a time for reflection where they can light a candle and spend time thinking and remembering their loved ones.

**Accredited Programmes**

In 2024/2025 our Accredited programme suite offers **KAIZEN** a general violence programme which spans 6 – 9 months approximately.  This is both 1:1 and group sessions and is run in a rolling format to help with the consolidation of learning and greater peer on peer support.

Prisoners celebrate their final session as Gateway 3 and they are able to invite others who have been part of the programme to join them as well as key staff within the prison.  After they receive their endorsement report from the programme a post programme review is held, which marks their official transition from programmes back to their POM, who will likely hold a sentence plan review at the same time.

In the past we have been able to invite family members to attend this event in the visits hall at the prisoners request and pending suitability checks.  This is a lovely way to encourage family ties and to help strengthen support networks around the prisoner.   We hope to be able to offer this again in the future.

We also offer **Identity Matters** which is a 1:1 disengagement programme, aimed at changing the nature of the participants relationships with groups or gangs associated with offending.  The final session of this is a celebration session that covers the journey through the programme and enables the participant to reflect and share with others what they have gained from the programme and the support needed going forward.  We have not yet been in a position to invite family members to these celebration sessions, but it is something we would like to be able to offer in the future.

The validated suite of programmes includes **Foundation** and **Motivation and Engagement**, both are designed to support prisoners who are struggling to progress due to their motivation and or engagement.  This could be difficulties engaging or remaining on offending behaviour programmes, struggling with the regime, inability to attend education or work consistently or lack of engagement with their keyworker.

M&E is a 1:1 programme we can offer to those on main location, segregation and the bridge and is taken at the pace of the individual.

Foundation is group based and run as a static delivery format with every participant covering the same material.  It’s possible some prisoners may attend both M & E and Foundation prior to engaging in accredited treatment.  Each has a celebration session, but these are not held with family attendance in mind.

Prisoners are able to request photos to be taken with their completion certificates to send to family members should they wish to.



**Feedback from families**

In order to assist with the Family and Significant Others Needs Analysis a questionnaire asking families about how to improve family links will be put out each year. We also welcome verbal feedback when you visit, this allow us to deal with the issue you raise quickly where possible.

**How does HMP Whitemoor listen to families and significant others and men in our care?**

HMP Whitemoor welcomes avenues of gaining information on how we can improve and provide a developed positive support/contact for families and men in our care. The avenues on how we conduct this are:



**Family and Significant Other Forums**

HMP Whitemoor is committed to facilitating a family forum every 2 months, within the Visitors’ Centre. Information gained from these forums will assist and be incorporated into HMP Whitemoor’s future Family and Significant Others Strategy.

In addition to the family forum HMP Whitemoor will also hold a prisoner forum every 2 months to discuss family contact and HMP Whitemoor’s provision. Again the information gained will assist and be incorporated into HMP Whitemoor’s future Family and Significant Others Strategy.



**Whitemoor Prisoner Consultation Meetings**

HMP Whitemoor’s Prisoner Consultation Meetings are facilitated monthly to discuss a variety of issues which affect the lives of the men at HMP Whitemoor. There is a specific agenda which is reflective of the future development of the care men who live at HMP Whitemoor. The opinions of the attendees to the meeting will assist with the development targets of the establishment.



**Family and Significant Others Surveys**

FaSO surveys will be provided to attending families.

The FaSO surveys have been formatted in an easy family friendly format, to support the gaining of information from Families and Significant others. Information gained within these FaSO surveys will assist and be incorporated into HMP Whitemoor’s future Family and Significant Strategy.

**Family Visits**

Input and feedback will be requested from Families and Significant Others who attend the monthly “Extended Family Visits”. This received guidance will assist in the development of positive contact within the Family Visits.

HMP Whitemoor’s Family and Significant Others Strategy can be found on the NICCO website.

[www.NICCO.org.uk/directory-of-services/hmp-whitemoor-families-and-significant-others-strategy-document](http://www.NICCO.org.uk/directory-of-services/hmp-whitemoor-families-and-significant-others-strategy-document)

**Annex A – Available support/information for Children and Families and professional working with them.**

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.

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

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 This website gives visiting and other advice

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

Pact (Prison Advice and Care Trust) Useful information on visiting and how visitors’ centres can help families.

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

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

<http://prisonersfamiliesvoices.blogspot.com>

Ormiston Trust is a charitable trust who aim to deliver high quality programmes through children’s services and academies. They are our current providers of family services within the Visits Centre and Visits hall.

[wwwenquries@ormiston.org](mailto:wwwenquries@ormiston.org)

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

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

I HOP ( Barndo’s ) 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.

<https://www.i-hop.org.uk>

**Annex B - Resource for supporting families with Neurodiverse Needs**

A diagram of a flowchart

Description automatically generated

**Annex C - Acceptable forms of identification (ID) when visiting a prison in England and Wales.**

You may use any one form of ID from [List A](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-a).

If you are unable to do this, you can use one document from [List B](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-b) and one form of ID from [List C](https://www.gov.uk/government/publications/management-of-security-at-visits-policy-framework-open-estate/acceptable-forms-of-identification-id-when-visiting-a-prison-in-england-and-wales-annex-a#list-c).

**List A**

* Union Jack Clipart Union Jack PNG uk flag | Etsypassports
* identity cards from an EU or European Economic Area (EEA) country
* UK photocard driving licences.
* EU or EEA driving licences.
* NI Electoral identity cards
* a US passport card
* a proof of age card recognised under PASS with a unique reference number (This includes the Citizen ID card)
* an armed force’s identity card
* a UK biometric residence permit (BRP)

**List B**

One form of ID from this list, together with list C.

* 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**

One form of ID from this list, together with list B.

* a 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)