

Family and Significant Other Strategy

HMP Wormwood Scrubs



Foreword

At Wormwood Scrubs we are dedicated to ensuring that the individuals in our care can maintain healthy social ties with their loved ones in the community, whilst in custody. We are prioritising support for fathers in custody and ensuring they can maintain their parenting roles from inside prison. HMP Wormwood Scrubs is dedicated to supporting reading, which has been a driver in implementing new activities and agendas.

We acknowledge the importance of family and significant other support in reducing reoffending and supporting rehabilitation for prisoners. We plan to continually improve our provisions and support the national reducing reoffending agenda from within Wormwood Scrubs.

Chris Keegan, Head of Family Services and Operations (FASO Lead)

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Introduction

Families and significant others play a vital role in supporting those in custody.

Maintaining meaningful and constructive relationships with loved ones in the community can reduce a prisoner's anxiety, self-harming behaviour and mitigate the frustration and isolation of imprisonment, fostering a safer and calmer custodial atmosphere for all. Research suggests that the promotion of healthy interactions between prisoners and their significant others can reduce violence, incidents of disorder and anti-social behaviour.

Positive ties with family members and significant others can also facilitate resettlement back into the community upon release, and act as a protective factor in reducing a prisoner's risk of reoffending, supporting desistance from future offending and the possible likelihood of intergenerational offending.

At HMP Wormwood Scrubs, we are committed to supporting prisoners in maintaining and improving positive relationships with family and significant others by promoting meaningful contact and providing a range of family services in collaboration with partner organisations.

As a dual function reception/ resettlement prison, we recognise our role in supporting prisoners through the early days and latter stages of their time in custody, as well as the benefits of promoting engagement between prisoners and their families during these key times.

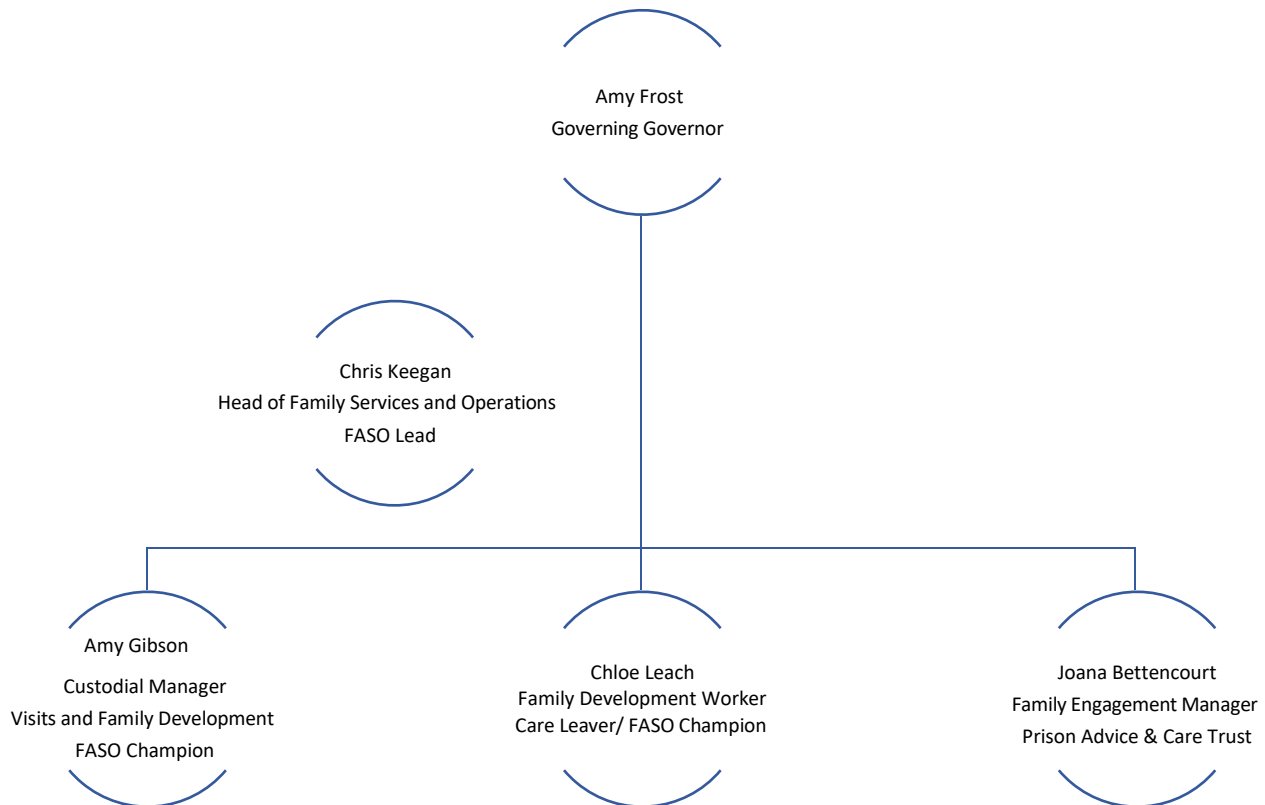
We recognise the complex territory of family relationships of those in our care. For many, their family experiences may be negative and traumatic. Some are care leavers. Some would have been the perpetrators of harm to their families. Some prisoners will have little or no contact with their children. Our FASO provision aims to cater to all the diverse needs of the men in our care and provide all reasonable support for them.

Working with the families and significant others of those in our custody should be a consideration across all our policies, operating procedures, interventions, and activities and be equally central to the work of our partners in Education, Healthcare and Community Rehabilitation Companies.

This strategy has been established to develop and enhance local practice, outlining our commitment to deliver effective family and significant other services within HMP Wormwood Scrubs.

This document will outline HMP Wormwood Scrubs Family and Significant Others Strategy (FASO) to improve services, facilitate positive family relationships and outline plans to implement this children's and family strategy effectively progress and to outline what we currently do here at the establishment. This document also contains our future plans and projects which are currently in the early stages of development/ roll out.

Structuring of staff



To help ensure the delivery of the FASO strategy, HMP Wormwood Scrubs has a dedicated FASO Lead and 2 designated FASO Champions. The FASO Lead is the designated Head of Family Services and Operations. The FASO Champions are the custodial manager for visits and family development, as well as the family development worker. The job description for the FASO lead/champions are specified below.

Lead

A member of the Senior Management Team will take the lead on supporting the Families & Significant Others provision. Currently, the Lead is Governor Chris Keegan, Head of Family Services and Operations.

Duties to include but are not limited to:

- Being the single point of contact for oversight of the establishments Family provisions.
- Oversee contracts related to the family provision of HMP Wormwood Scrubs.
- The lead will source and implement new initiatives relating to the family provision and take the lead on accessing resources to support prisoners in developing their FASO ties.
- Ensuring the establishments Family and Significant Others strategy is fit for purpose and update accordingly, with new developments and requirements.
- Being the local lead for completion of the Family and Significant Others performance measure.

Champion

A Custodial Manager and the Family Development worker will take the role of FASO Champions for HMP Wormwood Scrubs. Currently, this is Katie Maguire, custodial manager for Visits and Family Development and Chloe Leach, local Family Development Worker. Both report to Chris Keegan.

Duties include but are not limited to:

- Acting as champion to staff within the establishment. This includes taking the lead on training and development on Care Leavers and the local FASO agenda.
- Identifying and overseeing Family Officers and Family Orderlies on all residential wings who will act as liaisons between the Champions and their residential areas.
- Supporting with the implementation of new initiatives and the sourcing of new initiatives.
- Overseeing current Family provision and ensuring that standards are being maintained within the establishment.
- Maintaining frequent contact with external agencies and partnership to ensure that the family provision is being appropriately maintained.
- Ensuring that feedback is regularly collected and reviewed.

Drivers

Lord Farmer Report

In August 2017, Lord Farmer published a report titled *‘The Importance of Strengthening Prisoners’ Family Ties to Prevent Re-offending and Reduce Intergenerational Crime’*. The report made 19 recommendations that put family and significant others at the heart of prison reform. The Government is committed to implementing all recommendations, supporting and enhancing current provision to improve the relationships between prisoners and their families or significant others. Where relevant at the local level here in Wormwood Scrubs, objectives shaped by these recommendations have been outlined.

HMIP Report 2017

The HMIP report following the August 2017 inspection of HMP Wormwood Scrubs gave several recommendations within the scope of *Children, families and contact with the outside world*. The inspectorate summarized that while *“The social visits experience was poor... Broader work on the children and families resettlement pathway was developing well, and the provision of family and child-centered visits, alongside parenting and relationship courses, was very good.”* In conjunction with the local HMIP Action Plan, recommendations from the report have shaped several development objectives within this strategy. There has been no full HMIP inspection since this, due to lockdown. However, we have developing the Family and Significant Others Strategy and are hopeful for a positive report in future inspections.

Nine Pathways to Reducing Reoffending

The Children and Families pathway is one of the nine pathways for reducing reoffending for all prisoners. This pathway recognises the role that family-related issues play in offending and the importance of positive relationships in reducing the risk of reoffending.

Strategy aims

HMP Wormwood Scrubs aims to create a supportive environment for men in custody to improve and develop their family and social ties within the outside community. We aim to provide appropriate activities and courses to help develop healthy and safe relationships for the men in our care and their loved ones.

To meet this aim, we will:

- Ensure that prisoners can maintain regular contact with their families and significant others through social visits, family events and prison video.
- Provide an environment that allows this contact to be meaningful for both the prisoner and their family member or significant other. We will do this by offering sufficient time for visits to occur, assuring that the physical environment is decent and well maintained, and by ensuring that we structure activities based on the needs of those in our care.
- Ensure that we provide appropriate monitoring for visits and ensure that we facilitate social contact with the safety of children and young people as a priority.
- Provide access to courses and opportunities to develop parenting skills to help improve interactions with family members.
- Encourage prisoners to engage their families and significant others in the development of their sentence plans and resettlement plans.
- Continue to develop and improve our care leavers strategy and offer additional support to those in our care who are care leavers.
- Implement awareness training and development for staff on the FASO strategy and Care Leavers strategy.

HMP Wormwood Scrubs recognises that not all prisoners are able to have contact with their children or families due to separation or estrangement or their risk of harm to (or indeed from) those individuals. We are focused on supporting those who are developing those relationships and following court guidance for the protection of children.

For those who are unable to have contact with their families, we will ensure:

- Prisoners are offered support to manage separation. We will regularly monitor those who are not having social contact and look to provide support for those individuals.
- Prisoners understand their rights and options with regards to contact. We will ensure that Public Protection measures are followed for the benefit of all involved.
- We will provide alternative support and social contact, for example through Official Prison Visitors (OPVs)

Who are ‘family and significant others’?

The term ‘family and significant others’, for the purposes of this strategy, encompasses a wide variety of personal relationships. Families may include parents, partners, children, grandchildren and in some circumstances very close friends. Prisoners may have grown up in the care system with foster families and foster-siblings. Children may be young or grown up. Prisoners may be the sole or primary carer for their children or have little or no contact with their children.

Prisoners may be carers for older family members or those with a disability and will be supported in this role. Prisoners may also have no contact with family or relatives and consider other significant relationships and friendships as their closest means of support.

We acknowledge that for many individuals within the prison estate, family relationships may not be positive ones and may have been the source of trauma or violence.

Communication and Contact

Our commitment:

- Manage a secure and efficient range of communications services between prisoners and their families and significant others.
- Ensure prisoners can maintain regular face-to-face contact with their families.
- Ensure that the establishment has responsive communication systems in place for families to support prisoners during times of crisis.

Telephone Calls and Voicemail

Prisoners can make phone calls to registered contacts throughout the day as they have in cell telephones. In cell phones are now available on all residential units, including the detox unit, healthcare inpatient unit and the segregation unit. Prisoners can register their contacts when they chose and can access emergency pin credit when there are which require urgent attention.

The Prison Voicemail service is in operation at Wormwood Scrubs, enabling prisoners to receive messages left by their families and significant others via the PIN phones.

Letters and Email

Email a Prisoner and ordinary postal mail operate within HMP Wormwood Scrubs. Prisoners are entitled to send one (if convicted) or two (if un-convicted) letters per week provided by the prison, subject to security and safeguarding measures. All prisoners may purchase additional stamps in their weekly canteen.

Prison Video

Prison Video is currently available to those who do not have access to face-to-face visits. HMP Wormwood Scrubs has prioritized providing access to those prisoners who are unable to see their loved ones in person. All men who are reported as not having social visits will be sent information relating to prison video and OPV's.

For the social contact provision, please see page 8.

At risk groups and minority groups

Foreign National Prisoners

Foreign National Prisoners represent approximately one third of our prison population and we recognize the added complications they face in maintaining contact with their families and significant others.

Foreign National Prisoners who have not received any social visits within the past month may apply to receive £5 pin credit on a monthly basis, to support them with the additional cost of making international phone calls. There is a piece of work ongoing nationally about how video calls can be facilitated between those in prison and their families and we will continue to take an interest in this piece of work with a view to adopting any emerging technology.

MAPPA prisoners

For prisoners who are not allowed contact with children, HMP Wormwood Scrubs has designated sessions for Over 18's only. Separate provisions are available for prisoners with Level 1 and Level 4 Child Contact measures. For more information on this, please refer to the Public Protection section of this strategy.

Safer Custody

Our commitment:

- Assess urgent needs during early days in custody.
- Promote phone calls in the FNC and prompt access to PIN phones to facilitate family contact.
- Encourage and facilitate prisoners to engage with their families during times of distress.
- Identify care leavers and engage them with FDW, as well as relevant agencies for support.

The first days in custody are crucial for establishing whether prisoners have any immediate needs with regards to families and significant others. The involvement of family and significant others should begin at the earliest point when someone comes into custody. This support helps the individual to cope with the difficult times ahead as they adjust and settle into their time in custody.

All emergency concerns for prisoners can be sent to the Safety Team. They can be contacted on 020 8588 3216 from Monday – Friday, 9 to 5. Out of hours concerns can be relayed on 020 8588 3200.

Reception

Men will be encouraged to communicate to reception staff if they have any dependents and if there are any immediate actions that needs to be taken to keep these dependents safe. Coming into custody might not have been expected and prisoners may need support to make urgent arrangements for children or other dependents.

We note and support the recommendation within Lord Farmer's report for the mandatory request and filing of contact details of family and significant others by prisoner escort services before a prisoner leaves court. Current local policy is to request next of kin details upon arrival into Reception.

First Night Centre

Prisoners spend their first night in HMP Wormwood Scrubs in our dedicated First Night Centre, a small unit where new arrivals can be more closely monitored as they transition into life in custody. During their first few hours, all prisoners are screened by a nurse, given an induction by trained prisoner orderlies, issued a PIN phone compact and offered a 2-minute phone call (subject to public protection arrangements where flagged by Reception). Placed by the phones we have information leaflets with important questions they may need to ask their loved ones to ensure that everything gets sorted for them and things they may forget to ask during the phone call. The induction process also has information leaflets relating to visits and family development provisions. This is updated regularly and with new changes to the provision.

We note Lord Farmer's recommendation to flag when a prisoner cannot name anyone they wish to contact on the first night and actively take steps to try to reconnect them with someone in the community for support. This may be someone they already know, or, in the case of Care Leavers, this may include entitlement to support from a local authority Personal Advisor.

First Days

Reception Visits

There is currently no provision for reception visits, however, the induction wing has a dedicated slot for visits which can be utilized by new admissions. Details of how to arrange this are given in the first night induction prior to each new arrival being given an opportunity to make a phone call.

First Night Interview

All prisoners that come in to custody will be interviewed by an operational band 4 SO. This is to carry out an immediate risk assessment on all prisoners. Ensuring that all prisoners receive the relevant support they need. All information will be documented on DPS.

'Gateway' communication system for families

A key recommendation by Lord Farmer is for the establishment of *a clear, auditable and responsive 'gateway' communication system for families and significant others - a dedicated phone line that is listened to and acted upon.*

The safety department has a dedicated phone line which is monitored every day for non-emergency concerns. Actions are taken to ensure that this is also covered on weekends and bank holidays.

This will incorporate recording and acting upon concerns of family members about mental and physical health, appropriate updates when a prisoner is on an ACCT document and written communication where concerns raised have been investigated and not led to an ACCT being opened.

Currently, when prisoners are at a high level of risk and subject to ACCT procedures, ACCT Case Managers should establish whether involving their family members would be helpful in managing and reducing that risk. This can only be done in consultation with the prisoner themselves and with their consent. This involvement might mean contact arrangements supported as part of their Care map; in other cases it might mean involving family members directly with the multi-disciplinary case review process.

For some of our prisoners with complex needs, understanding their family experience and supporting them to maintain or re-establish important relationships can be an important route of support.

Visits

Our commitment:

- Ensure prisoners can maintain regular face-to-face contact with their families.
- Provide an environment that allows this contact to be meaningful for both the prisoner and their family member (i.e. sufficient time allowed, the physical space is comfortable, the structure and activities are appropriate).
- Specific time is designated for more child friendly visits which are tailored to supporting family engagement.
- Provide a safe environment for all present.
- Improve availability of resources available during sessions to help engage children with their fathers.

HMP Wormwood Scrubs facilitates face-to-face contact between prisoners and their families and significant others in several different ways.

Social Visits

We manage a safe, decent and comfortable visiting environment that enables positive communication and quality opportunities for prisoners in our care to build and maintain positive relationships and strong family ties.

We offer 1-1 social visits sessions per week, across 7 days. Visits take place in the main visits hall in morning and afternoon slots of up to 2 hours. Morning sessions of the first and last week of the month are currently restricted to over 18's only, in line with our Safeguarding Policy. We currently hold capacity for 23 men per session.

Whilst it is noted that *"The timing and number of social visits appeared to meet need"*, we recognize that visiting slots outside regular school and work hours can be more convenient for friends and family of those in custody. Plans are in development to introduce regular video Evening visit slots for prisoners. We have recently began rotating Family Visit Sessions to mid-week to coincide with school holidays, which has increased the uptake from prisoners.

Visitors can now purchase snacks and drinks from the visits canteen and the beginning of every session. Our aim is to improve this facility and offer a wider range of refreshments.

A children's playroom is situated at one end of the social visits hall, supported by a trained Play Worker supplied by Pact. This is a child friendly space that allows parents and children to engage through play during visit sessions.

Feedback from visitors is regularly collected from the feedback box in the Visitors Centre. In addition to this, PACT have separate feedback forms which they collect. We also run prisoner surveys so we can gain feedback from the men in our care.

Greater evaluation and monitoring need is required as part of the establishment future plans for prisoners who do not receive any form of social visits, as the only support currently available for men in this situation is the Volunteer Visitors Scheme (OPV) managed by the Chaplaincy Department.

Prison visits are regularly discussed at the prisoner monthly forum and issues brought to the attention of the managers. Complaints concerning visits are also monitored for trends and addressed with appropriate actions.

Regular surveys for visitors and prisoners are carried out to provide information to learn and develop from.

Children's Visits and Themed Family Visits

Children's visits take place every Wednesday morning in the open legal visits hall which facilitate up to 10 prisoners. Following a recent refurbishment, a wide selection of toys and activities are provided, suitable for a range of ages. Prisoners are encouraged to engage with their children through play in a relaxed and engaging space. These visits are supported by PACT volunteers.

Accumulated Visits

For prisoners who are not local to the London area we can facilitate accumulated visits at prisons closer to their home. In many cases it will be appropriate to transfer the prisoner on a permanent basis to a prison closer to home but not always (i.e. someone facing trial, engaging with a specific intervention or programme). Ensuring that repatriation occurs at the earliest opportunity is a further recommendation of the Lord Farmer report.

Closed Visits/ Banned Visitors

Exceptionally we will place prisoners on closed visits or ban a visitor from HMP Wormwood Scrubs. We only do this when credible attempts have been made to traffic illegal items into the prison via visits or when visitors/prisoners have become unacceptably violent whilst on a visit. If these measures are put in place the reasons and route of appeal are communicated to both the prisoner and their visitor. Closed visits arrangements are used infrequently and are subject to a minimum of a monthly review.

When action of this nature is likely to have an impact on child contact (i.e., a family member who normally brings the child to visit) we will explore other ways of mitigating the risks to facilitate that important contact. Each case is considered individually and reviewed monthly at the Security meeting.

Visitors Centre / Visitor Reception Services

The Visitors Centre at HMP Wormwood Scrubs is run by the children's charity PACT, who offer information, support, and guidance to those visiting a prisoner.

Facilities include:

- Information and support regarding visiting procedures.
- Information and advice about life in prison.
- Advice about assisted prison scheme.
- A children's play area.
- A quiet room for distressed visitors, breast feeding and for prayers.
- Lockers for visitors to leave their stuff safely secured.
- Toilets and baby changing facilities.

Visiting a family member or significant other may be a difficult and emotional experience. The Visitors Centre plays a crucial role in supporting visitors and engaging with their individual needs, aiming to make the visiting experience positive for all.

HMIP reported positively on the quality of our Visitors Centre and the services offered. We are committed to maintaining this high standard and take all feedback seriously, regularly engaging with visitors in feedback forums/ surveys/ drop-in sessions with the governor to ensure that we understand their perception of the visits experience and work to better meet their needs.

Assisted Prison Visits Scheme

The prison takes part in the Assisted Prison Visits Scheme (APVS). APVS provides help with travel expenses to prisoner's close relatives, partners and in certain circumstances a friend of the prisoner, supporting those who may otherwise not be able to visit at all or as frequently. Information for this is available on our Gov.uk website and information leaflets for visitors.

Safeguarding

Our commitment:

- Ensure that all contact with children is safe and appropriate.
- Ensure public protection measures are appropriately applied and that prisoners subject to public protection arrangements are encouraged and supported in maintaining family and significant other ties.
- Ensure that our local Safeguarding policy is up to date and applied effectively.
- Ensure staff working at HMP Wormwood Scrubs are trained to recognize and respond to safeguarding concerns.

HMP Wormwood Scrubs and our staff have a statutory duty regarding child protection and safeguarding. Staff in direct or indirect contact with children in the establishment will therefore aim to proactively safeguard and promote the welfare of the young people visiting the prison.

We have identified staff within the visits function to undergo safeguarding training and act as points of contact for staff who have welfare concerns. Safeguarding training is now being facilitated in the establishment and we have two in house trainers who can deliver the course.

Staff in direct or indirect contact with children must be able to recognise, and know how to act upon, evidence that a child's health or development is or may be being impaired, and especially when they are suffering, or at risk of suffering, significant harm.

Where staff become aware that a child suffered or may be at risk of suffering significant harm or information about/allegations of previous significant harm come to light from other sources (e.g. reports contained on file), appropriate action will be taken to safeguard the child and to make appropriate enquiries.

We are committed to ensuring that prisoners subject to public protection arrangements are encouraged and supported in maintaining family and significant other ties. Men are assessed upon reception and are highlighted if they are a Person Posing Risk to Children (PPRC) and Child Contact is stopped on P Nomis until a full review of risk can be completed at the earliest opportunity. The least intrusive restriction is always taken whilst maintaining public protection.

HMP Wormwood Scrubs has now imposed a new procedure for the management of prisoners with Level 4 Child Contact arrangements. All prisoners with Mappa 1 Level 4 arrangements are subject to individual risk assessments to ensure that their contact with named children is facilitated in the safest way possible. Due to the low numbers of prisoners with this arrangement, we have found it beneficial to manage them on an individual level. This process is also outlined in our local safeguarding policy and our visits policy.

Family Learning

Our commitment:

- Facilitate interventions focused on parenting skills and healthy family relationships.
- Ensure appropriate, targeted provision of support and services to Care Leavers. Including the introduction of "Power to Prevail"
- Reintroduce family focused learning and embed new initiatives and partnerships.

We have a number of on-going projects and initiatives to better serve the prisoners at HMP Wormwood Scrubs. These are documented in the reducing reoffending and development objectives below.

Offender Management

For prisoners sentenced to over 12 months the OASys risk assessment tool forms the basis of their sentence plan. An acknowledgement of relationships will be present in their sentence plans with specific and meaningful objectives for their time in custody.

Where possible in- line with their sentence plan, prisoners with sufficient time to serve and who are eligible for ROTL are transferred to an alternative establishment.

Reducing Reoffending through Family Development

Wormwood Scrubs employs a dedicated full time Family Development Worker who coordinates a range of family focused interventions. Those currently available to our prisoners include:

Making it up – 2 Volunteers attend the prison to run a workshop where they support the men to create a book for their child/children. Once the book is completed it is presented to the child on a visit along with an Author present on the visit.

Kids Matter – Parenting Course, which is ran over 2 full days, this is primarily for fathers of 11years old or younger a group to support fathers with parenting from prison, the course is ran by 3 facilitators and has ran on 3 occasions in Scrubs since commencing in 2024.

Storybook Dads – an opportunity for fathers to be recorded reading a bedtime story which is then sent to their children, providing a positive and tangible gift for the child and building their own self-esteem as a parent. This club is currently not live.

Facing Up to Conflict - This is an in cell course which is delivered over 6 weeks by the Family Development Worker, we are currently running our 5th Cohort since commencing in September 2023. Our first 4 cohorts have benefited a total of 108 men with an additional 9 currently in our 5th cohort.

The Children's Book Project – Share a Story - every other month The Children's Book Project attend the prison so that men can choose books to be sent out to the children along with a note, since commencing in February 2024 we have ran 5 successful sessions.

Children Visits – 10 Fathers can attend every Wednesday Morning. Held in a more relaxed room for the children to attend, full of toys and games for Fathers to be able to interact with the children and continue to build family ties.

Family Visits – 15 Fathers can attend every other Sunday Afternoon. A more relaxed visit where fathers and children are able to strengthen family ties and spend quality time together.

We currently have several projects in consultation stage and are hopeful these can be rolled out in the early part of 2025. These projects can be seen in our actions list for 2025.

Care Leavers

Our commitment:

- Identify individuals who have been in the care system or who do not have family or significant others and support them to form positive relationships with peers in custody and appropriate contacts in the community.
- Develop the Key Worker training to include awareness of how to help prisoners with issues related to experience in the care system.
- Take an interest in new interventions or courses aimed at Care Leavers with a view to adopting these within Wormwood Scrubs.
- Ensure that all staff are aware of the impact custody can have on care leavers and deliver awareness packages to all relevant departments.
- Utilize a multidisciplinary approach to the individual management of care leavers.

Prisoners are identified as care leavers upon reception and the first night centre interview process and this information is held by the family engagement worker.

We are currently in the planning stage with Nepacs to support staff with training sessions to better understand how to communicate with careleavers.

We are currently rolling out a new initiative with “power to prevail” who’s primary focus is supporting care leavers.

Working in Partnership

Our commitment:

- Ensure that our strategic priorities are shared with partner organizations.
- Ensure the timely and appropriate sharing of information between professional bodies in order to work together with our prisoners.

HMP Wormwood Scrubs works in collaboration with a range of partner organizations to provide family services which meet the needs of prisoners, their families, and significant others.

Visits and Visitors Centre – PACT

The children's charity PACT runs our Visitors Centre and also provides trained play workers for the children's room in social visits and staff for the weekly Children's Visits.

Family/ Relationship Courses - PACT

PACT run a variety of family learning courses within the prison including Building Stronger Families, Time to Connect and Family Literacy in Prison.

Education – NOVUS

NOVUS are commissioned to provide education that meets the specific needs of prisoners at Wormwood Scrubs to gain qualifications and skills to improve their employability in the community, increase their self-confidence and reduce their risk of re-offending. Courses include Maths and English, IT skills, Barbering and English as a Foreign Language.

Healthcare – Care UK

Care UK is a key partner in supporting prisoners at Wormwood Scrubs, providing primary care and health promotion.

Drug and Alcohol Services – The Forward Trust

The Forward Trust delivers individual case management and group work - the Stepping Stones programme - to support prisoners with substance misuse issues, a factor closely linked to family and significant others for some prisoners.

Forward trust have recently recruited a family worker who will be working alongside the prisoners families and working closely with the family development team.

Community Rehabilitation Services – London CRC

London CRC offer 'Through the Gate' services for those sentenced to less than 12 months in prison, include housing, employment, finance, and debt advice. Following the BCST Part 2, the CRC has responsibility to develop resettlement plans for prisoners on release. Families and significant others are an important factor in these plans, and we work with the CRCs to support this.

National Probation Service

The National Probation Service manage the caseload of prisoners not covered by the CRCs - those sentenced to more than a year or with increased risk factors. Recently the probation team have started to do Lifer Family Visits which is for the men who are serving a life sentence or an IPP sentence to be able to interact with their family members in a more relaxed environment.

Contract Management

Contracts between HMP Wormwood Scrubs and our service providers are managed within our regular structure of governance meetings. In addition to monthly dedicated meetings between partners and relevant senior prison managers.

There is a memorandum of understanding between the establishment and our family support provider PACT. Delivery of the contract and PACT performance is discussed at quarterly meetings with PACT management and the manager of visits. These meetings are minuted and previous actions are discussed at the start of each meeting.

Bimonthly 'Meet the Manager' forums are promoted and hosted in the visitors centre which enable the users of the visits services to deliver feedback on the PACT and the visits experience. PACT is contracted to deliver family service support in all London prisons, and we share our resources with HMP Pentonville and HMP Pentonville are responsible for the financial payment element of the service.

PACT have a full time Family Engagement Worker recently recruited for Wormwood Scrubs who will be able to work both inside the prison and in the VC. This is in addition to the established part time Family Support Worker employed by PACT works extremely closely with the prison Family Development Worker.

Operational considerations

Staffing structure

Our commitment:

- Train and support dedicated staff to run our family and significant other services.
- Minimise cross-deployment of operational staff.
- Support the role of Family Engagement Worker.
- Embed principles of encouraging good family and significant other relationships into our delivery.

The foundational training undertaken by all operational staff includes basic training in several areas overlapping with good family and significant other engagement and support, most notably Suicide and Self Harm and ACCT training.

Staff working in specialist functional areas, such as the OMU, Safer Custody and in public-facing roles such as Visits, are given additional training, support and guidance to ensure they understand their roles and responsibilities. Where operationally possible, regular staff are deployed to these areas. The staffing of visits is an operational priority, independent of staffing levels.

Wormwood Scrubs employs a dedicated Family Development Worker who coordinates family visits and programmes in which family members or significant others participate alongside prisoners. They also operate as the main link between PACT and other service providers for any family service delivery. The Family Development Worker is also trained in Child Safeguarding procedures and ensures all volunteers and non-directly employed staff that are involved in visits with children have the correct DBS clearance to be able to work with children.

Digital and Technology

Our commitment:

- Pursue the adoption of new initiatives.
- Use data-driven analysis to inform and develop our current range of services.

The digitalisation of prisons has already led to an improved visits booking system and the adoption of initiatives such as email a prisoner and prison voicemail at Wormwood Scrubs. We have implemented the use of in cell phones to which are available for the prisoners 24hours a day. We continue to take an interest in video calling for prisoners whose family are unable to visit frequently or at all, with a view to adopting emerging technology – a further recommendation by Lord Farmer. We have intentions of expanding the availability of our video calling services to include all prisoners.

Equality and Diversity

Our commitment:

- Ensure that all our service users and visitors with and without protected characteristics are treated with dignity and respect.
- Provide a range of services reflecting the diversity of families of various make-up, culture and faith.

As a member of His Majesty's Prison and Probation Service, we are committed to treating all people fairly. We treat our staff with respect and offer equal opportunities to everyone we work with. We insist on respectful and polite behaviour from staff, those in our care and others who we work with. We recognize that discrimination, harassment and bullying can still happen and we take quick and appropriate action whenever we find them.

Wormwood Scrubs is a diverse prison with varying cultures and ethnicities. For many of our prisoners and their family or significant others, English is not their first language. Some have limited or no literacy. Signage and leaflets are available in multiple languages and staff in the Visitors Centre and the prison are on hand to answer questions and communicate information verbally where required.

All of our applications have been translated into the 10 most popular languages used in HMP Wormwood Scrubs, outside of English. We have disseminated these to all residential wings and have made them accessible through the IT systems to all staff.

Our Visitors Centre and visits hall feature disabled access. Where special assistance is required (e.g. facilitating a visit between a prisoner and a child with additional needs for whom the social visits hall is a challenging environment) reasonable adjustments are made on a case-by-case basis.

We are committed to working with our partner organizations to ensure our range of services and the family learning programmes we offer reflect the needs of the diverse families of those in our care.

Performance Measurement

Governance

Governance of the work outlined in this strategy comes from the existing meeting structure at HMP Wormwood Scrubs, in which delivery performance is discussed and monitored. In particular, the following meetings:

- Senior management team meeting – Monthly
- Children and family visits committee – Monthly
- Reducing reoffending committee – Monthly
- Complex cases meeting – Weekly
- Safer custody meeting – Monthly
- Security meeting – Monthly

We acknowledge the recommendation by Lord Farmer for the development of a ‘family-related’ prison performance measure to enable a comparison of the quality of our services and delivery with those of similar prisons. We will factor this into current monitoring and governance structures as it is brought in.

Feedback

An important part of ensuring that our current provision meets the needs of our service users is by gathering regular feedback from our prisoners and their families.

Feedback from our prisoners comes through monitoring of complaints, feedback from the IMB and feedback at the regular Prisoner's Consultation group.

Feedback forms are available for visitors to make complaints, comments or suggestions. We also gather feedback through forums and visit managers drop-in sessions. Ideas and issues raised are considered within relevant meetings and appropriate development actions formulated.

Development Objectives

NEED	ACTION	OWNER	TIMESCALE
To improve family contact for Foreign National prisoners and others with barriers to receiving frequent visits.	Improve availability of the prison video system to allow FN prisoners to maintain family contacts.	Head of Family Services	Current Works awaiting approval from budget holder. Aim to be completed within 3-6months. Implementation may also coincide with the building of the video conferencing center.
Increase involvement of families in ACCT and the management of complex cases	Incorporate into ACCT case manager training	Head of safer Custody	In progress
Improve facilities within social visits hall	Expand the visits resources, make into a more family friendly inviting area.	Head of Family Services	Advice from an interior designer has been sought and funding is being requested for planned works.
Improve local understanding of care leavers and support networks.	Implement new care leavers strategy Continue training staff in care leavers and the support available to them	Visits CM and Family Development Worker	Staff training is a continual process.
New initiatives and support for dads in custody	Implement the "Dads Unlimited" course and "Both Dads Matter"	Family Development Worker	19/02/2025
Support with family law	Introduce free family law advice and support	Family Development Worker	In progress, initial meetings have been held.
Introduce more initiatives for those prisoners who do not receive any visits.	Implement "Furry Friends" and "Games Initiative"	Head of Family Services	On-Going
Build positive relationships with external companies to better support fathers in custody	Build contact with Leyf Nursery / Hounslow Leaving Care Team / Hammersmith and Family HS2 project.	Head of Family Services, Visits CM and Family Development Worker	In progress