



HM Prison &
Probation Service

HMP Hewell

Family and Significant Others Strategy 2025-2026

Information for Families, Prisoners, Staff & Partners

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Date: **20/02/2025**

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Date: **21/02/2025**



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Family & Significant Others Strategy

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| ESTABLISHMENT: | HMP Hewell |
| AREA: | West Midlands |
| DATE EFFECTIVE FROM: | 21 February 2025 |
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| FaSO Lead <i>(Head of Reducing Reoffending)</i> | Lucy Young |
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HMP HEWELL FAMILY AND SIGNIFICANT OTHERS VISITS POLICY STATEMENT

HMP Hewell's Vision:

Our vision is to create hope by understanding and meeting the needs of those in our care, building an environment, culture, and daily regime that enables us to work with prisoners to help them meet those needs. With support from all key stakeholders, we seek to create an ethos which delivers on our aim of creating One Community. Central to this aim are our values: Be Honest, Be Kind, Be Fair.

We aspire to embed a procedurally just culture, underpinned by being open, honest and transparent with equality of opportunity for all. The foundation to our prison is effective and visible leadership. With support from key stakeholders, we aim to enable a safe, decent, rehabilitative, and secure environment.

We aim to provide a realistic offer to meet the needs of our differing cohorts and one that is outcome focused. Our regime is influenced by needs analysis and assessment with a targeted care (health and well-being) pathway to support the most vulnerable.

Promoting a better understanding and awareness of criminogenic pathways is vital to our development and effectiveness. Therefore, we believe that our reducing reoffending strategy is central to everything we aim to achieve.

To achieve our vision, we recognise the importance of enabling our colleagues to be of their best. This will be achieved through active personal development plans outlining training, mentoring, coaching and continuous improvement goals.

Our commitment to support those with a protected characteristic is clearly defined in our Equality, Diversity and Inclusion strategy and charter

Acting Governor – HMP Hewell

...Darren Hudson ...

Date: **21/02/2025**

Background

Families and significant others (FaSO) play a vital role in supporting prisoners. Prisoners are less likely to reoffend if positive family relationships are maintained throughout their sentence. Positive family relationships are also likely to contribute to good order within an establishment. Anecdotal evidence from establishments with family engagement programmes indicate reduced incidents of disorder and anti-social behaviour. It is likely that having meaningful and constructive relationships with family and significant others while in custody may reduce anxiety, mitigate the frustration and isolation of imprisonment, and potentially reduce violence. It's thought that bringing families closer to a prisoner encourages them to be more accountable for their offending and behaviour, improving reducing reoffending outcomes. but more research is needed in this area.

Lord Farmer Report

The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime is highlighted in the 2016 Lord Farmer report. According to the 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.
- ❖ This is laid out in 19 Key Recommendations. The full report can be seen here: <https://www.clinks.org/publication/briefing-fianl-report-farmer-review>

Establishing a Family Strategy

The Family and Significant Others Strategy is overseen by the Head of Reducing Re-Offending, who is also our local FaSO lead. This role sits firmly within the Senior Leadership team to ensure that all FaSO related work is considered a priority for the establishment. Their role is to manage the work of this pathway with an overall focus on the importance of maintaining family ties as part of our resettlement offer. They also liaise with all partners involved in supporting this strategy and hold service providers to account to ensure that our family offer meets the needs of our prisoner population and their families.

This Strategy document aims to set out how HMP Hewell supports the maintenance and development of prisoners' relationships with family, significant others and friends.

It provides details of how the FaSO provision is managed and developed but also gives practical information for families and friends about how to stay in touch with prisoners or raise concerns if they are worried.

We strive to continuously improve the services we offer and where we have plans to develop the provision in the coming year we have highlighted this as **'New to 2025'**.

If you have any suggestions on how we can improve please speak to staff in the Visitors Centre take part in the Surveys and Family Forums or write to the Head of Reducing Re-Offending.

Effective family practice impacts in all functions including safer custody; public protection; decency, security management, reducing reoffending, residential, workshops, activities, OMU and so on. Therefore' HMP Hewell will adopt a multi-functional approach and establish a Family Strategy group with membership from across all functions - from family service partners and other partners to include health, substance misuse, chaplaincy and voluntary community associations where possible. To support this **'New to 2025'** The Head of Reducing Re-Offending will develop and chair an annual forum which will look to develop the family strategy using contributions from across the team.



HMP Hewell Working in Partnership



At HMP Hewell we work in Partnership with both PACT and YMCA who have responsibility for working to improve services for children, young people and families of our prisoners.

- Services available include social visits with refreshment services, social video calls, Inter prison visits, a Visitor's Centre, Family Support Worker, Family Forums. Enrichment activities, Family Days, child contact visits, 1:1 direct work with prisoners and their families (Family Engagement Work) and Family Learning, amongst others.

Contract Management



One of our key partners for FaSO is PACT, who hold a 5-year contract to provide services until late 2027. The Family Services Contract is managed at Lot level. In the case of HMP Hewell the Contract Manager is the Regional FASO Lead in the West Midlands Prison Group Directors Office. The HMP Hewell FASO Lead attends Quarterly Contract Meetings. Strategic oversight sits with the Family Services Strategy and Change Board and overall assurance on contract management is escalated to HMPPS Board Commercial Sub-Committee.

Locally there are monthly local operational meetings between the FASO Lead/Champion and PACT.

Family & Significant Others Strategy

We also work in partnership with YMCA this relationship is managed locally through a monthly meeting. In addition to monthly meetings, opportunities for prisoners, families and significant others to contribute and feedback are important and can be done through the Prison Council and family forums.

Performance and Management Information

Data is provided by PACT in a Quarterly Report and discussed at the Quarterly Meeting these contract meetings evaluate performance and also take into consideration the Farmer recommendations and HMIP expectations.

The monthly Local Operational Meetings cover performance and any issues locally at HMP Hewell.

The Family and Significant Others Pathway is covered in the Reducing Re-Offending Strategy and information, data and issues are discussed in bi monthly Reducing Re-Offending Committee Meeting. FASO providers are invited to the meeting and a prisoner representative also attends.

There is a National Family Ties Performance Measure which was a recommendation of Lord Farmer's Report. Each year every prison must complete a Self Assessment Report which is evaluated and validated by the Regional Prison Group Director. The measure is still designed to encourage a proactive approach to FaSO work, and an establishment will score well if it is able to evidence proactivity in response to the range of questions within the measure. At HMP Hewell we will use the Self Assessment to develop an action plan to drive improvements

Safer Custody

All services or provisions that we deliver must adhere to our local Safer Custody policies. Many of the services we aim to provide will support and enhance the primary objectives of the Safer Custody team. This Strategy should support individuals and their family/significant others to cope with the difficult times as they adjust and settle into their sentence. The result of a prisoner feeling vulnerable at this time, can be fatal.¹

It is reasonable and right to ask questions to consider, enable and endorse improved safety, to prevent self-harm and suicide of prisoners coming into custody at HMP Hewell. Clarification of the prisoner such as:

- ❖ Have alternative arrangements been made where a prisoner is the sole carer of a child or other dependent?
- ❖ What efforts are made to assist family engagement especially for those who have no family/significant other contact?
- ❖ Has the role of the Personal Advisor for prisoners who are care leavers and are entitled to this support from the local authority been considered?
- ❖ For prisoners who are care leavers is the Personal Advisor invited to attend where appropriate? How might family or significant others be helpfully involved where a prisoner is feeling suicidal?

How to make contact if you have a have a concern about someone at HMP Hewell

Families and Significant Others with concerns or worries about someone at HMP Hewell can contact us in two ways by either phoning our safer custody hotline via **01527 785120** or using the Families Portal to reach the Portal just type in to google: 'worried about a loved one in prison' and the new portal will come up. Alternatively you can use the link below.

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[HMP Hewell | Prisoners' Families Helpline](#)

If you think the prisoner is at immediate risk please call the switchboard on 01527 785000 and ask for the Orderly Officer and explain that your concern is an emergency.

Prisoner Family Forums

HMP Hewell has a Prisoner Council which meet monthly and is attended by the Governing Governor or Deputy Governor. Visits is a standing agenda for this meeting.

New to 2025

A quarterly meeting will be chaired by the FaSO champion, attended by each service provider (PACT & YMCA) along with selected 'Here 2 Help' mentors representing those in our care, it will focus solely on the needs of families and significant others and will include feedback from the quarterly PACT FaSO survey completed in the visitor Centre. PACT also run an annual family forum in the visitor's centre for families to attend.

VISITORS CENTRE AND VISITING EXPERIENCE



Imprisonment of a family member can affect children and families in many ways. They may experience social isolation, stigma, and embarrassment as well as financial, social, emotional or physical challenges as a result. Many visitors come to HMP Hewell scared, anxious, unsure of what to expect as well as feeling isolated from the outside community. Children usually benefit from visiting and seeing their parent or significant other for themselves as children's imaginations can often be worse than the reality. The Visits & Children and Families team can support children and families visiting and help to make the visit a positive experience which in turn will encourage children to want to return.

The Visitors Centre at HMP Hewell aims to reach out to all visitors providing a safe place to talk about any worries/concerns they may have. Family Support Workers are available to talk to the families and friends of visitors before and after visits as well as on the telephone and will pass on any relevant information/concerns to Safer Custody to ensure the safety of the prisoner. Family Support Workers also attend the monthly Safer Custody Meetings.

The team take care of all the booking in arrangements, they are there to explain the visiting process, answer any questions and help to alleviate any anxieties that the visitors may have.

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Services include:

- ❖ Booking in all domestic visitors in the Visitor's Centre.
- ❖ Refreshments facility in the main visit's hall offering hot/cold drinks and snacks.
- ❖ Toilet and baby change facilities with disabled access in the Visitors Centre and in the visits area.
- ❖ Information /advice/guidance leaflets.
- ❖ Telephone Help Line' for families and friends of residents who have any questions or concerns.
- ❖ Lockable lockers.
- ❖ Play facilities and activities in the Visitor's Centre and in the main Visits Hall.
- ❖ Pushchairs – Please note these are supplied by the Prison and are available to all families with young children.
- ❖ Data collection; number of visits, children, adults, mode of transport, distance, no shows, and first names.
- ❖ Signposting services i.e. housing, finances
- ❖ Provide access to arts and crafts activities, play and learning for children which is engaging and stimulating during social visits.

New to 2025

We do make a small profit from sale of refreshments in the Visits Hall and these are always reinvested for the benefit of prisoners and/or their families. This year we are refurbishing the Tea Bar in the Visitors Centre and Visitors will soon be able to purchase hot and cold drinks and snacks on arrival before their visit.

We are also expanding the range of food served in the Visits Hall to include some hot snacks.

The Play Area in the Visitors Reception Centre.



This area is stocked with age-appropriate toys and games which are regularly maintained.

The Family Support Workers are always available during the visiting sessions in the Visitor's Centre to assist with any problems people may have and to explain the process of a family member coming into custody here at HMP Hewell. Information such as sending money in, details for a visit, safer custody details and bringing clothing in are an example of the knowledge the FSWs have and explain to visitors. Family Supporters can also liaise between family members at the prison. Offenders who know their family members are being well treated will feel more settled and this can contribute to a more settled regime and better communication/respect between

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officers and offenders. Family Support leaflets are available in the courts for the families of prisoners convicted/remanded to HMP Hewell.

They also work with the Citizens Advice Witness Service to refer families for support during trials and court appearances. Any issues regarding children visiting can be discussed with the PACT site manager who can liaise with Booked Visits and Public Protection as required.

When entering the prison on a social visit, families must pass through different search areas. To comply with search procedures, visitors may have to wait at different stages before going into a visit. Although every effort is made delays are possible.

Visits Dress Code

West Midlands Visitors Dress Code

Please note the below applies to visitors, from secondary school aged, regardless of gender.

No tops or dresses showing cleavage.



Skirts, dresses and shorts must be knee length.



No ripped jeans, ripped shorts, ripped leggings, or ripped trousers.



No tops showing midriff when both sitting and standing.



No play suits.



No outside jackets, body warmers or hooded clothing. All coats, jackets and hooded clothing must be placed in a locker outside the visits room after being searched.



Please note the below applies to all visitors regardless of gender.

Visitors wearing more than one pair of trousers of any kind will be refused entry.

No sunglasses to be worn.



No hats of any description. are allowed, except for religious headwear.



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Front search Procedure

When entering the prison on a social visit, families must pass through different search areas. To comply with search procedures, visitors may have to wait at different stages before going into a visit. Although every effort is made delays are possible.



The visitor's experience of being searched needs to be positive. It can feel like an intimate, intrusive experience but it is necessary in helping to maintain the security of the prison and safety of our residents. Operational staff are trained in how to handle visitors delicately and ensure that they do not feel - as much as is possible, that their personal space has been invaded. Simply having a conversation with a visitor whilst searching them can make a world of difference in helping to make the visitor feel valued. Children are also searched when coming in to visit their loved one. This can be a traumatic experience for a child, PACT's 'William the Bear' initiative has been adapted to help 'normalise' the situation as much as possible by having colourful displays and raising awareness of the process.

Drug Dog Detection Area - Dog Corridor



Being searched by the Dog team in such a small area can feel like an intimate, intrusive experience but it is a requirement in helping to maintain the security of the prison and safety of our residents. The Drug Dog Detection team are well trained in how to deal with visitors delicately and ensure that they do not feel worried etc. when introduced to a searching Dog and especially when their personal

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space is feeling invaded. Simply discussing their concerns with the team prior to being searched can make a world of difference in helping visitors to overcome their worries and in doing so making them feel valued. Children are also searched with the use of the Drug Detection Dog and again this can be an overwhelming experience for a child, but the team are there to re-assure them.

Social Visits Main Room and Our Visits Staff



The importance of maintaining strong family relationships to reduce re-offending has been acknowledged with the recent formation of a dedicated visits team at HMP Hewell. This should ensure consistency of the visits experience and maintain the high standards of service that our prisoners and their families deserve. The formation of this team will help in building positive relationships with prisoners, their families and our service providers within the Visits, Children and Families team.

When are visits and what are the timings?

We have a Visits hall in the prison that will hold 46 visits in each visiting session. The visiting sessions are as follows:

Monday – Thursday

PM: 14.00 – 16.30

Saturday & Sunday

AM: 09.15 – 11.45

PM: 13.45 – 16.15

How many visits are people entitled to?

Remand prisoners can have up to 3 visits per week (limited to 1 per weekend) subject to availability and can be booked 28 days in advance.

Convicted prisoners are subject to visiting orders (VO's) which are issued automatically at the rate of 1 every 14 days (from conviction). They are also issued Privilege VO's (PVO's) dependent on their Incentives and Earned Privilege scheme level. These are issued on the 1st day of each month based on the level at that time as follows:

'Basic' - Nil

'Standard' - 1

'Enhanced' - 2

Convicted – Visits can be booked in advance without any timeframe limitation subject to having available VO/PVO's.

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Only 1 visit can be booked per weekend and 'Basic' level prisoner can only have 1 visit per week, 'Standard' 2 per week and 'Enhanced' unlimited (subject to VO/PVO's)

How to book a visit?

There are a few options to book a visit and they are:

on-line: www.gov.uk/prison-visits (recommended)

e-mail: HMPPSvisitsbooking@justice.gov.uk

Phone: 0300 060 6503

If you have any issues or complaints with regards to booking visits you can contact: familyservices.management@justice.gov.uk and they will endeavour to help you.

What else do we offer

Other ways to keep in contact:

Video Calls – Prison Video

The Prison Video secure video calling system.

Keeps those in prison and their loved ones connected and from the comfort of their own home.

Prison Video is a secured video calling system that is an extension of the social face to face social visits we offer and is for a duration of 30 minutes. They are held on the following days and times.

Tuesday -Thursday 14.15 – 14.45, 15.00- 15.30 & 16.00 – 16.30

How to access them

- ❖ Download the Prison Video App from the App store or Google Play.
- ❖ Create an account with their personal details.
- ❖ Verify their identity – upload identification and a photo this should be processed within 48 hours. Information regarding help to add their identification is on the website.
- ❖ After their ID is uploaded, they can start adding contacts to their account. Prisoners full name and prison number is required to book visits and add contacts.
- ❖ There are frequently asked questions on the website to help.
- ❖ Prisoners then apply using a unique application form and the slot is booked for them.

Phone calls

All prisoners with the exception of those located in the Segregation Unit now have access to an in-cell telephone 24hrs a day.

Letters

Prisoners are entitled to 1 x second class letter per week at the prison's expense. Additional letters may be sent out at a prisoner's own expense.

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Email a Prisoner:

This is a service where family can email direct, at the cost of £0.40 pence per message. Once the email is received, a member of staff will print it off and hand it to the prisoner. We offer the option to pay an additional £0.25 pence for the prisoner to reply back via an email.

You will need to sign up to the service on the website and activate your account. Once you are signed up you can buy credit to start using this service.

www.emailaprisoner.com

Extended Family Days

We run numerous Family Days throughout the year, facilitated by either PACT or YMCA. These are usually 5-hour visits, held in the Gymnasium or the Main Visits room.

The aim of Family Day is:

- ❖ To prepare our prisoners for release by offering them the opportunity to keep in touch with their families and help them to build on repairing broken/strained relationships.
- ❖ To provide a sense of normality. Families share breakfast, tea and toast and a meal at lunchtime, spending a day together doing everyday things often taken for granted, such as reading stories, discussing schoolwork, playing games and sharing a meal.
- ❖ To take home a photograph as a memory of the day. Once families have completed their family passport/worksheet they can choose to have their photograph taken which is printed on site.

Prisoners can apply to attend these at any time and are automatically considered for each event, they are limited to 20 prisoners per event and a selection criterion applies. Prisoners should be adjudication free for three months prior to the event and also obtain clearance from public protection and security.



Foreign national phone credit and letters:

Foreign national prisoners are entitled to convert their standard visiting orders to phone credit to make calls abroad or airmail letters.

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Assisted Prison Visiting Unit (APVU):

Visitors who are in receipt of certain benefits or have a health certificate may be able to claim for help with the cost of visiting. A form is available for you to fill in when you arrive at the visitors' centre and please ask the staff to stamp it for you. Information is available at

www.gov.uk/help-with-prison-visits

Child Contact Visits

We offer a separate area for families with children under local authority care if required and can be arranged with a foster carer and/or social worker to bring the child/children to visit Dad at Hewell.

We also facilitate 'Goodbye contact' for children who are to be placed for adoption and follow up support through letterbox contact with Dad, where letters can be exchanged between Dad and the adoptive parents & child/children. Photographs can be taken during these visits, following approval.

This service can be requested directly with HMP Hewell using the visits mailbox –

Visits.HMPHewell@justice.gov.uk

Baby Bonding Visits for families with newborn babies (YMCA)



These take place in the early days of a baby's birth in the main visit's room alongside social Visits. During the visit parents can sit alongside their baby and share those special moments together. Dad is encouraged, under supervision and with discretion, to feed/change baby's nappy and assist in the taking of baby's handprints and footprints. Families have photographs which can be added to their memory books. Copies are given to both parents as a lovely memory of their first visit together.

Bumps to Babies (YMCA).

We offer a new baby bonding course for new and expectant Dads and significant others, called 'Bumps to Babies'. This will be a 4-week course where men can develop and build on their confidence in becoming a father inside and out.



Parenting Course – Me and My Dad (YMCA)

This course provides an opportunity for men in prison to reflect on being a positive role model to their child/children. Although imprisonment removes their physical presence, they will be given

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opportunities to look at ways in which they can keep in touch with their child/children where appropriate.

The course aims to:

- ❖ Enable men to talk about their own experiences of childhood and look at how those experiences affect the way in which they bring up their own children.
- ❖ Look at ways of improving communication between fathers and significant others and their children.
- ❖ Discuss ways of listening and talking to children.
- ❖ Provide a framework for better understanding the effect of imprisonment on the family, empowering fathers to support their children.

Available from the Children and Families team via a referral form.



Storybook Dads & DVDs (YMCA)

Prisoners can record a story on CD or be filmed reading a story, recite nursery rhymes, sing a song or recite a poem, they can add a short message to this, which is then edited with music and sound effects by 'Storybook Dads'. The finished story can then be sent to the child or placed in the prisoner's property box. Becoming a treasured possession for the children as hearing their loved one's voice is a way to help build on the parent/child bond.



All About Me - Memory books (SWAPS) YMCA

Memory Books is a continuation of Me and My Dad and Storybook Dads. Those who have completed a course are given the opportunity to create a memory book, by choosing from a variety of sheets. Both the resident and their child/children are given the opportunity to complete the sheets and on completion they can be compiled into a book. This enables both resident and child/children to enjoy reading and sharing memories of each other. This is a lovely opportunity to support and enhance a positive relationship.



1:1 Direct Family Engagement Work with Prisoners, Families and Significant others

YMCA and Pact provide support for residents and their families who are experiencing family issues for example, lack of contact with estranged children, looked after' children. Fathers and significant others feel more empowered as they are encouraged and supported to contact professionals regarding their children.

The primary aim of this service is to work and support prisoners and families at HMP Hewell to improve the quality of life for children and families affected by imprisonment of a close family member.

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Their aim is to work jointly with families to explore strengths and resources, by developing bespoke packages of support. They aim to provide families with practical assistance and advice to meet identified needs and achieve positive outcomes, working in a whole family approach.

The service will provide:

- ❖ Emotional and practical support for residents and their families whilst in custody.
- ❖ Offer emotional and practical support for children and young people before and during social visits and family visits/days.
- ❖ Opportunities for children to explore, express and share their views and feelings with adults and family members on issues that are affecting them.
- ❖ One to one emotional and practical parenting support to the parents before and during visits.
- ❖ Help and support with maintaining family ties, improving communication and relationships.
- ❖ Family mediation.
- ❖ Family days and enrichment activities
- ❖ Information and guidance on welfare related issues.
- ❖ Information and guidance on criminal justice / prison system signposting and referrals to other agencies.
- ❖ Meet and greet families.
- ❖ Support first time visitors along with Family Support Workers.
- ❖ Raising awareness of service via prison induction.
- ❖ Liaising with external agencies i.e., social services.
- ❖ Provide advice and support to professionals from other agencies to increase awareness of the difficulties experienced by families affected by imprisonment.
- ❖ Offering access to presentations, training opportunities and resources about the emotional impact that imprisonment of a close family member can have on a child.

Card and Craft Making Workshops (YMCA)

The Children and Families' team facilitate card and craft making workshops for anyone who applies and is cleared to attend. Residents can have help to explore their creativity, and each workshop has a teaching point. Cards and crafts made are sent to their families and children helping to maintain family ties.



Workshops are also held with prisoners. Many who attend have mental health issues and suffer with anxiety. These groups help residents to cope a little better in social situations, learning new skills and improving self-esteem. It also gives them an opportunity to discuss any family issues they may have with staff who can refer them to the 'Me and My Dad' parenting course, for example.

Distraction Packs – Card Making/Letter Writing/Meditative Art Packs YMCA

Prisoners can request an in-cell pack with resources for a specific anniversary imminent (or are on an ACCT) as they wait to be cleared to attend the workshops. Packs can include card making, puzzles and nursery rhyme books to make and send to their children. Prisoners who are unable to attend, for whatever reason, can request a pack. The content of the packs helps to distract residents from any issues surrounding their time at Hewell and offer a positive focus.



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Letter writing resources are available and are valuable for prisoners who wish to write to their children using more child friendly materials. Positive thinking diaries are given to prisoners, as required, to encourage a positive frame of mind and to record their daily thoughts prior to attending Family Court or a social services assessment.

Hidden Sentence training (YMCA)

We understand that children who are affected by having a family member can often feel anxious about their loved ones and sometimes arrive at the prison bewildered and overwhelmed. Specialist Play workers allay any fears children may have regarding the visit/search procedures. Some children find it difficult to speak to anyone about their innermost feelings surrounding their father's imprisonment for fear of upsetting their mother/carer. Experienced play workers supervise play areas during visits and can offer a listening ear to children visiting their fathers or other male role models here at Hewell.

YMCA offer Hidden Sentence Training for professionals, social workers, teaching staff, family support workers who may meet families and children who have an imprisoned parent or significant other. This course gives a clear overview of the issues prisoners families' face and provides a range of strategies to help them. Prisoners take part in the training through group work and discussions. They explain and discuss what services they have accessed within the Children and Families team at Hewell and how professionals attending can help their children and families in the community.

Hidden Sentence training addresses all these issues and gives the attendees an insight into the life of each family member affected by prison, seeing life from their perspective.

We work to bridge the gap between prisoners in HMP Hewell and their children and families in the community and offer a more cohesive approach to families affected by imprisonment.

Those unable to receive visits

For those who do not have anyone who is able to visit them, they can request to have a volunteer prison visitor who will visit and provide support through meeting them. This service can be requested via the Chaplaincy.

New to 2025 – A "Community event" will be held for those who do not receive visits to allow them to come to the main visits room to take part in quizzes, boardgames, refreshments and chat to support agencies.

Care Leavers

At the heart of our work within custody and the community is a passionate belief in rehabilitation. We believe in the ability of everyone to change their lives for the better with the necessary help and support.

We recognise at HMP Hewell that residents within our establishment have had adverse childhood experiences that have led to trauma. Therefore, our commitment to those who have care experience is to provide support needed to help these individuals lead happy, fulfilling and crime free lives.

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We appreciate the positive contribution of family and the support of significant people in the lives of those in our care and continue to work alongside the families and significant others strategy team to implement the recommendations of Lord Farmer's review.

A care leaver is an adult who has spent time living in the care system, away from their family. This could be either with a foster family, in a children's home or supported housing service, or under another arrangement as agreed by their social worker. Young people usually leave care when they are 18 years old but are still entitled to support up to the age of 25.



The Equality Act 2010 doesn't include Care leavers specifically as a Protected Characteristic (PC); however, it is well documented that those with care experience are more likely to have mental health conditions and are therefore protected under the 'Disability' strand of PC's. This is recognised here at Hewell and other prisons, and the reason care leavers are included as a priority group within our community.

Support can be obtained by speaking with a Prison Offender Manager (POM) or key worker.

PC Lead: Custodial Manager Mike Brett

Deputy PC Lead(s): Officer N Harding

External Support

Prison Offender Managers (POMs) help contact support services outside of Hewell and help make links with a social worker. There is also other support networks available including:

West Midlands Care Leavers Support Network

They can be contact this group via their website: www.nnecl.org

Foreign Nationals

A Foreign National is defined as a person who is not a citizen of the country in which they're living.

Foreign Nationals are protected under the characteristic of Race which includes colour, nationality, ethnic or national origin.

For the purpose of this guide, please refer to examples of discrimination under the RACE heading of which all Foreign Nationals are legally protected



HMP Hewell has a worker that specialises in supporting foreign nationals. She is based on House block 1 and is the Head of learning and Skills. Prisoners can ask their Key worker, the PC Lead or Deputy Lead for help in making contact.

Family & Significant Others Strategy

PC Lead: Head of Offender Management Delivery HOMD Kirsty Smith

Deputy PC Lead: Lucy Heritage

External Support

AVID

115 Mare Street, London E8 4RU

www.aviddetention.org.uk

Email: enquiries@aviddetention.org.uk

Call: 0207 281 0533



Chaplaincy

The Chaplaincy team work very closely with Children and Families' team to contact the families of men when they first come into custody. Families are given information and help to find necessary resources and services available to them. Chaplains are on the end of the phone when families have concerns and encourage them regarding the residents' welfare, working closely with safer custody. Members of the team are especially supportive to both men and their families on the death of a relative and help guide them through the process. All this enables men to stay connected with their families and therefore lower the stress and anxiety that is inevitably felt by both parties.



The Chaplaincy team are very much involved with Angel Tree, a Prison Fellowship project giving Christmas gifts to children of prisoners. Mothers' day gifts are provided through Angel Tree. Chaplains are available to receive information regarding the birth of residents' babies and consult with families, working closely with the children and Families' team regarding further support residents require as a new father.



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