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**Families & Significant Others Strategy**

**February 2024**

**Lucy Jones Head of OMU**

**Families & Significant Others Strategy in One Page**

**Family & Significant Other Relationships are key**

* **Strong relationships between prisoners and the people who are important to them can help make people safer and less likely to reoffend**
* **This includes friends, blood relatives and statutory bodies - it's anyone who's got your back**
* **We want to help people build safe and supportive relationships with family members and significant others**

**This Year We will:**

* **Engage more with families and significant others**
* **Deliver interactive family days**
* **Work more closely together across all departments in HMP/YOI Swinfen Hall to provide greater support**
* **Work to reduce/remove barriers to enable family members to visit the prison and have quality visits**
* **Develop a Strategy to support prisoners who do not get visitors**
* **Improve how we identify and work with young adults and care leavers**

**We will also identify and work on standards in the following areas**

* **How we work with our partners**
* **Promote the use of video calling**
* **Provide an up-to-date visits website**

**Introduction**

The Ministry of Justice (MoJ) commissioned Lord Farmer, to lead a review which investigated how engagement with families in the adult male prison estate across England and Wales could reduce reoffending and address intergenerational crime. It also looked at what empowered governors could do to help prisoners maintain and improve their family and other significant relationships.

It reported that **‘family should be the golden thread’** running through prison processes.

* The purpose of the Family and Significant Other Strategy at HMP & YOI Swinfen Hall is to provide the means for the men under our care to build and maintain positive relationships and strong family ties.
* This strategy will evolve as we continue as a community to innovate and look at introducing the best of current practices from across the estate.
* HMP & YOI Swinfen Hall is striving to develop a community whereby we all - staff, prisoners and their families - work with each other in partnership to help improve safety, reduce reoffending and reduce the risk of intergenerational crime.
* For the purpose of this strategy, Family is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin.
* We are committed to supporting all family arrangements where such provide a constructive and supportive relationship for the prisoner and family.

***I do want to hammer home a very simple principle of reform that needs to be a golden thread running through the prison system and the agencies that surround it. That principle is that relationships are fundamentally important if people are to change’.***

***(Farmer, M., 2017)***

**Meet the Team**

**Family and Significant Others Lead – Lisa Taylor- Head of Offender Management Services**

**Family and Significant Other Champion – Stuart Edwards – Custodial Manager**

**Nikki Gannon – Pact Family Engagement Manager**

**Leanne McFadden - Family Support Worker**

**Teresa Doyle - Family Support Worker**

**Hazel Plant – Volunteer  
Maureen Cryan - Volunteer**

**Libby Johnson - Volunteer**

**Swinfen Hall’s Family and Significant others Visits provision**

**Visitor Centre and Domestic Visits:**

* The Visitor Centre is the first support point of contact & facility for visiting families, friend’s, relations and support agencies. The Centre is staffed by PACT staff along with a Family Engagement Manager who provides advice to Families
* The Centre is open from 12:00pm and closes after visits are finished at 16:30pm.
* The Centre is limited in terms of provision, affording seating, a small play area, toilets and baby changing facility with further external seating that can be utilised in good weather.
* We will continue to do our utmost to make visiting Swinfen Hall a positive experience for all concerned.

**As a means of improving our services at Swinfen Hall, we are committed to improving our services. As a result, we will:**

* Hold two visitor surveys per year, these will be produced by both prison and PACT, and the results and outcomes will be published for staff, prisoners and families.
* The Head of Offender Management Services and other management will carry out family forums allowing families to speak to management about any concerns they have or ask questions.
* Feedback from forums will be recorded and any improvements/ideas that are given will be put onto an action plan and shared.
* Establish a prisoner focus group; allowing ideas and suggestions to be made regarding prisoner’s perception of visits and improvements they would like to be made to enhance the family experience. This focus group will also look at all current work streams that relate to strengthening family bonds.

**Domestic Visits**

Domestic visits take place at the following times:

* Tuesday 14:00hrs – 16:00hrs
* Wednesday 14:00hrs – 16:00hrs
* Saturday 13:45hrs – 15:45hrs
* Sunday 13:45hrs – 15:45hrs

**Booking online**

* To book online, visit: [**www.gov.uk/prison-visits**](https://www.gov.uk/prison-visits)
* All you need is:
  + the name and date of birth of the person you are visiting
  + their prisoner number
  + the prison they are located in
* You can choose up to 3 possible dates and times. Prison booking staff will check what’s available and confirm your visit by email. You’ll also receive your visiting order (VO) number by email. You must bring this with you when you visit.
* If you've made an online visit booking request and haven't received a confirmation email within 1-3 working days, email [hmppsvisitbooking@justice.gov.uk](mailto:hmppsvisitbooking@justice.gov.uk)

**Telephone booking**

* Bookings can be made between 09:00-18:00 Monday - Friday by telephoning 0300 060 6507. The booking service is closed on Bank Holidays.
* Visits can be booked up to 28 days in advance but all visits need to be booked one clear working day in advance.
* We will monitor the booking system for visits and understand how this is received by visitors to the prison.

## Working in Partnership

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## HMP/YOI Swinfen Hall and its Partnership agency; PACT

The family contracts commenced in October 2017. PACT has responsibility for working to improve services for children, young people and families of prisoners. PACT have responsibility for implementing the children & family aspects of the Swinfen Hall’s long term Family Services. PACT the leading pioneers within this field.

PACT has been highlighting the hidden impact of imprisonment on children and running a range of support services over the last 20 years across the UK.

## Background Information about PACT:

## Families affected by imprisonment

## 312,000 children are affected by parental imprisonment across England and Wales

At PACT, our aim is to improve the lives of those children and their families who are affected by a parent being in prison. Prisoner and family support services across England allow children to visit their loved ones in a friendly environment and their mentoring and support programmes give young people the chance to reduce negative behaviours and build a better future.

## The impact of having a relative in prison

## Having a parent in prison can be detrimental to a young person’s wellbeing and behaviour. The figures speak for themselves:

* 65% of boys with a convicted parent go on to offend
* 37% of prisoners have family members who had been convicted of a crime
* 29% of prisoners experienced abuse as a child
* 63% of prisoners had been suspended or temporarily excluded from school

In addition, children of prisoners are three times more likely to develop behavioural problems and twice as likely to show anti-social or delinquent behaviour.

Children seen as 'trouble-makers' may become isolated or excluded from mainstream schooling. When this happens the risk of them becoming involved in criminal activity grows. They face the challenges of drugs, bullying, abuse, poverty and family breakdown - sometimes because their own parents are in prison.

## Nationally PACT makes a Difference

## Their work supports those children who have a parent in prison and helps young prisoners to break the cycle of criminal activity that could lead to offending.

PACT offer a wide range of support for those affected by a family member in prison, including:

* Visits centre services
* Visits play areas
* Family engagement
* Family days
* Virtual family support groups
* Professional/Governor Forums
* Positive relationships programme
* One-to-one support and signposting

Locally at HMP/YOI Swinfen Hall

Our family support provider, PACT aims to support the children and families who arrive to visit prisoners, to help enable those families to maintain a healthy relationship and regular contact with an imprisoned family member.

As a team alongside HMP & YOI Swinfen Hall, PACT work to help children and families to cope with the very difficult experience they are facing, and to try to keep the family together throughout the period of imprisonment.

They help the prisoner continue to be a loving and caring parent, despite being in prison – and for the child to know that they are still loved as much as ever. They have a range of activities which can include special visits for children.

One to one case work offered by a Family Engagement Manager (FEM) will be a service offered to all prisoners and will contribute towards building strong family ties. Case work may involve supporting prisoners to rebuild relationships, gain information from their child’s social worker and much more. Prison Offender Managers along with Keyworkers and partner agency staff will be asked to refer prisoners to the service when necessary.

Services and support that are aimed at the whole family will also be something that will be developed if necessary and needed. Support for the whole family may include family members meeting with the FEM or volunteers prior to a visit, when they meet family members they will be able to have support and be sign posted to outside agencies. Families can meet the staff in the onsite visits centre if there is a need for a confidential discussion.

**Key Work Quality Assessment Framework**

HMP/YOI Swinfen Hall pride themselves on their commitment to the Key worker role. The aim of the Key Worker (KW) role is to promote rehabilitative and constructive staff- prisoner relationships, to foster positive behaviour through staff example (pro-social modelling), dynamic security, building trust and confidence, giving hope, listening and building a commitment to change.

Key work is available for all prisoners in the male closed estate.

There are two aspects of key work delivery to consider when reviewing overall quality of a key work session based on a single key work session case note:

1. **Does it evidence a meaningful interaction/ relationship between the key worker and prisoner?**

**An individualised approach –** that which demonstrates an individualised approach to each prisoner, their personal circumstances and needs.

* Particular needs or issues are identified and addressed through ongoing interaction with the prisoner. Key workers to signpost individuals to help them identify their own needs or issues and how they can respond to or resolve them.
* Consideration of any personal circumstances or factors including physical and psychosocial factors that may be impacting on a prisoner’s behaviour. These are factors that can affect a person psychologically or socially for example family relationships, mental health and coping skills and can be demonstrated in conversations that focus on ‘care and wellbeing talk’.
* To what extent does the key worker listen to, and address any issues or concerns raised by the prisoner and use Five Minute Intervention (FMI) skills to support them to make decisions/ take responsibility for actions and help them to resolve any issues – ‘task focused talk’. Is there evidence of follow up, referencing discussion or actions from previous sessions?
* Evidence of key worker constructively challenging negative behaviours, using FMI skills, where required and handling of sensitive discussions or differences in views, as well as supporting and encouraging the prisoner, acknowledging progress.

1. **Does it reflect a notable amount of work (inclusive of preparation, delivery and write up of a key work session)?**

**Continuity of quality key work delivery**

* Evidence that it reflects a notable amount of work. The time for key work sessions includes preparation time, time spent with the prisoner and time for the key worker to record the session in case notes.
* Has there been adequate time for discussion and information exchange? Has there been time spent on ‘care and wellbeing talk’ as well as the more practical ‘task focused talk’? How complete is the entry? Is there enough information provided that a decision can be made about the quality of the session?
* Evidence of engagement through a developing and/ or established relationship, which is frequent and helps to develop trust, ideally delivered by the same key worker where possible
* Relevant and timely coordination and information sharing between the key worker and Probation/ or Prison Offender Manager (POM) and any other staff from different departments actively involved in a prisoner’s resettlement needs and/or sentence plan.
* Clear and timely communication with the prisoner to encourage and support the prisoner to be actively engaged in any rehabilitative & resettlement activity for example deportation issues, bail arrangements or sentence plan activities.
* Evidence of constructive and respectful language in key work session case notes.

**Current Partnerships at Swinfen Hall**





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**Contract management**

The Family Services Manager and the Head of Offender Management Services meet quarterly to review the services for prisoners’ families and significant others provided at HMP/YOI Swinfen Hall. These meetings review the contract commitments on both parties and this strategy document, ensuring that targets and standards are being met and also allowing for discussions around development of the service. The actions of those meetings feed into the development of the Families and Significant Other Strategy at HMP/YOI Swinfen Hall and help to develop the commitments for the upcoming year.

**Extended Visits**

Swinfen Hall runs up to twelve Family/Dads days:

* We will run these events from 11am to 3pm on the fourth Thursday of each month. Family Days are an opportunity to enjoy extended time with young members of the family and they are geared around them. We provide craft activities, food play, games, indoor sporting activities, soft play for younger children and books. Families enjoy an opportunity to create items for the fathers/brothers/uncles to take items back to the prison with them on occasion, and we take family photographs, which we send to you by email for your personal use. An informal buffet is provided for you enjoy as a family during the day. These days are by appointment only and children must attend.
* During Family Days, the Pact Team are on hand to chat with families and prisoners, and offer support and guidance. They are also able to signpost you to outside agencies, where appropriate, for more detailed support.
* Photographs will be taken during Family Days. You will be required to sign a consent form. Photographs are for personal use and will be shared with you following the Family Day by email.
* Following visits prisoners will be reminded that they can drop in and talk to PACT staff and also if a family member wishes to talk to the Family Engagement Manager, this will be welcomed.

**Pathways**

The following describes some of the work we’re currently doing to support prisoners in achieving better outcomes in relation to contact with families and significant others.

**Pathway 1 Accommodation**

Prison based Offender managers, Community Offender Managers and community partner’s work collaboratively to support those being released to their families or the care of significant others.

**Pathway 2 Education, Training and Employment**

We work with a whole range of partners to deliver our commitment to providing relevant and meaningful education, training and employment opportunities for prisoners held in our care.

**Pathway 3 Mental & Physical Health and Pathway 4 Drugs & Alcohol**

Our Integrated Substance Misuse and Mental Health Service is provided by our partners INCLUSION. They have links with corporate carers, the local authorities and make contact with families and significant others in an attempt to help residents with their recovery, offer reassurance support to prisoners and their families and provide clinical advice and guidance where necessary.

**Pathway 5 Finance, Benefit & Debt**

Our Community contracted services have trained welfare caseworkers that provide support, advice and guidance regarding finance, benefits and issues relating to debt.

**Pathway 6 Children and Families**

The purpose of Lord Farmers review was in recognition of this pathway and the very reason as to why we have been asked to create a strategy. We have partners who work with prisoners to help develop their parenting skills and act as independent advocates where necessary, in order to help mend broken relationships and work together to secure more positive relationships moving forwards.

**Pathway 7 Attitudes, Thinking and Behaviour**

There are specific modules within accredited interventions that focus primarily on the development of positive relationships and allow the prisoner to develop skills to recognise the value of meaningful relationships and how to maintain these in order to achieve his pro social goals and aspirations.

**Digital Technology and Communication**

**Swinfen Hall Dedicated Visits Website**

Swinfen Hall in collaboration with PACT has designed a dedicated website <https://www.prisonadvice.org.uk/hmp-yoi-swinfen-hall> please check the site for updates regarding visits and visits information.

**Video Calling**

Swinfen Hall now offers video calling sessions.  These are available on Tuesday, Wednesday, Thursday, Saturday and Sunday. Sessions run in the mornings from 09:00 – 09:30 , 09:45 –10:15 and 10:30 – 11:00hrs. Video calling is booked by the prisoner via an internal application. Once a visit is booked you will be notified through the app. Family and friends must download the app and register, see [Prison Video](https://external.phonehub.io/) for information on how to do this.

**PIN Phones**

All prisoners currently have a PIN to use the phones to call people that have been approved by the prison. Prisoners have to use their money to pay for the phone. Swinfen Hall has in-cell telephony enabling improved communication with family and significant others.

**Email a Prisoner**

You can send messages to a prisoner via the **www.emailaprisoner.com** website, it takes only a few minutes to sign up and the message gets delivered to the prison in readiness to issue to the individual prisoner.

**Prison Voicemail service**

Social contacts can exchange voicemails with prisoners through the Prison Voicemail service, which is available at this establishment. Family members or friends sign up online and are given a unique landline phone number which they can call at any time to leave messages. The prisoner dials the same number from within the prison to listen and reply. You can find more information including pricing at [**www.prisonvoicemail.com**](https://www.prisonvoicemail.com/)

**At Risk Hotline**

There may be times when families or significant others feel that their loved one may be in trouble or is just not them self; maybe they are acting out of character. If you feel this may be the case then share your concern with us as we are here to help. There is a dedicated safer custody emergency line which is checked at various times each and every day to ensure that any messages left are dealt with immediately. So you can feel confident that we are here and will listen.

**HMP/YOI Swinfen Hall’s Dedicated ‘At Risk Hotline’ Number is:** 01543484258

**Call 01543 484 000 if you think a prisoner is at immediate risk of harm. Ask for the Orderly Officer and explain that your concern is an emergency.**

**Care Leavers**

A care leaver is someone who has spent time in the care of the local authority. A care leaver’s eligibility for services from the local authority depends on factors such as the duration and timing of that care.

## Meeting the needs of Care Experienced People

People who have experienced care can have greater social, personal and offending related needs, and may need more support. Because of this it’s important for us to quickly identify care leavers and to provide them with the support they need.

* Any prisoner aged between 21-25 years of age who have been in the care of the local authority (Care leavers) is entitled to a personal advisor support from the local authority and anyone who requires this can obtain the information from the Care Experienced Team at Swinfen Hall who will be happy to contact the Local Authority or the dedicated Personal Advisor. We will ensure that anyone who is a care leaver will be offered the support from the local authority.
* All Care Leavers Personal Advisors are able to book on to a social visit.
* Personal Advisor will receive support from the Probation / Prison Offender Managers.
* Swinfen Hall has its own Care Experienced Team. This is made up of staff and prisoners who meet to discuss support networks available and ideas for future engagement.

**HMP & YOI Swinfen Hall Care and Management of Young Adults**

Running alongside our Family and Significant Others Strategy we have a Young Adults Strategy

Our key principles are evidence based and will underpin all that we do to care for Young Adults:

1. **Give hope –** growth is a continuum andthere are many pathways. It is staff members’ role to be the provider of opportunities for young adults to do good, live healthy lives, build trust and have belief in others through fairness and procedural justice. Staff at HMP & YOI Swinfen Hall strive to ensure the young adults have equal opportunity, where appropriate, to progress to the most attractive activities. We will strive to offer a range of activities, employment and education opportunities that are bespoke to the young adult population
2. **Reward –** focus onlooking for the good and less on punishment.Utilise people’s strengths and talents.
3. **Build skills** – promote wellbeing through outstanding care and support. The Education contract will be a key driver in identifying young adults needs for successful rehabilitation upon release. The prison will provide trust and hope to individuals encouraging them to fulfil their potential in life.
4. **Supporting skills -** to manage stress and trauma experienced through adolescence. Help develop confidence and skills for self – management and pro – social living. Show compassion and kindness in all we do.
5. **Future focused** – work towards the future and not the past. Ensure that the young adults are active agents of change in their lives. It is staff members’ duty to acknowledge that most young adults naturally move away from offending with age; therefore it is vital that staff at Swinfen Hall encourage and support this. This can be achieved through Keyworker sessions where targets and goals can be set and support from prison offender managers.

## Support and Information for Children, Families and Significant Others Affected by Imprisonment and Professionals working with them

* **AFFECT** – AFFECT provides services for the families of serious prisoners and offers support groups to families in the south of England. [www.affect.org.uk](http://www.affect.org.uk)
* **Assisted Prison Visits Unit (APVU)** – help with the cost of prison visits <https://www.gov.uk/help-with-prison-visits>
* **Barnardo’s** - [www.barnardos.org.uk](http://www.barnardos.org.uk)
* **Family Lives** [www.familylives.org.uk](http://www.familylives.org.uk/)– Family lives, works for the benefit of prisoners' and prisoners' families by representing the views of families and those who work with them. The Prisoners Families Helpline will be open Monday - Friday, 9.00 am to 8.00 pm, and Sat-Sun from 10.00 am to 3.00 pm.  The website will be available 24 hours a day, seven days a week.  Families calling outside helpline hours will be provided with Family Lives' helpline - 0808 800 2222
* **Families Outside** [www.familiesoutside.org.uk](http://www.familiesoutside.org.uk) [0800 254 0088](tel:08002540088) The free helpline is an independent support service for families and friends affected by imprisonment. They aim to help with any questions or concerns you may have.
* **Email a Prisoner** - [www.emailaprisoner.com](https://www.emailaprisoner.com/)
* **Inside Time –** [https://insidetime.org](https://insidetime.org/)– this website gives visiting and other advice
* **NICCO** National Information Centre on Children of Prisoners 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. [www.nicco.org.uk](http://www.nicco.org.uk)
* **Pact (Prison Advice and Care Trust) –** [www.prisonadvice.org.uk](http://www.prisonadvice.org.uk/)A national charity that provides support to prisoners, people with convictions and their families through a range of services, including a national helpline, digital information services, casework, play, group work, mentoring and befriending programmes. (Pact Prisoners’ Families Helpline: 0808 808 3444)
* **POPS** - [www.partnersofprisoners.co.uk](http://www.partnersofprisoners.co.uk) They aim to provide a variety of services to support anyone who has a link with someone in prison, prisoners and other agencies. POPS provides assistance to these groups for the purpose of enabling them to cope with the stress of arrest, sentence, imprisonment and release.
* **Prisoners’ Family Voices** is a web-based community which gives family members the opportunity to talk to each other. <http://prisonersfamiliesvoices.blogspot.com>
* **Prison voicemail** – [www.prisonvoicemail.com](https://www.prisonvoicemail.com/)
* **Prisoners’ Families Helpline 0808 808 2003** info@prisonersfamilieshelpline.org.uk
  + [www.prisonersfamilieshelpline.org.uk](http://www.prisonersfamilieshelpline.org.uk) The National Prisoners’ Families Helpline can support you if a family member is in contact with the criminal justice system. They provide advice and information on all aspects from what happens on arrest, visiting a prison to preparing for release.
* **SHARP (Support Help and Advice for Relatives of Prisoners**) **01743 245365** for free