



HM Prison &
Probation Service



HM PRISON
SERVICE

Public Sector Prisons

HMP NORTH SEA CAMP Family and significant others Strategy

Michelle Quirke
Governor

July 2019

Contents

Introduction	1
Background.....	1
Definition of ‘Families’	1
Benefits of families & Significant others	2
Lord Farmer Report	2
HMP North Sea Camp Family strategy.....	2
Visits.....	3-5
Family Support	5
Safer Custody	6
Care leavers.....	6
Other ways to stay in touch	6 – 7
Partnership working	8
Interventions & Courses	9
Future Developments	9



Introduction

Background

Here at HMP North Sea Camp we aim to Support our residents to develop meaningful and constructive relationships with their family or significant others, we hope to assist in achieving positive change and transforming lives. Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime.

We are committed to transforming prisons into places of safety and reform and we recognise the need to provide those in our care with stable environments, as well as opportunities to change their behaviour and turn away from a life of crime. Relationships with families and significant others can play a key role in this

Definition of 'Family'

When we speak about families throughout this document we are referring to a blood relative, legal or significant persons that a resident identifies as their next of kin and for care-leavers this may be someone that provides a statutory service. Many of those in custody will have experienced a non-traditional upbringing, with a range of adults having cared for them, and similarly those in custody with children may have other arrangements outside of a traditional family arrangement. It is important to accommodate all 'family' arrangements where they provide a constructive and supportive relationship for the prisoner and their family.



We recognise that not all family relationships are positive, some family members may even be the direct or indirect victims of a resident's offence. Other family members can be enablers & contribute towards our residents offending behaviour – with this in mind we must ensure that we prevent inappropriate contact. This document has been designed to help you understand what measures have been put in place to support families.

Benefits of 'Family & Significant others'

Families and significant others can play a vital role in facilitating a safer and calmer atmosphere within the custodial environment and play an important role in supporting offenders on community sentences.

Positive family relationships are also likely to contribute to good order within an establishment. Evidence from establishments with positive 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. This helps to achieve the desired rehabilitative culture that we are promoting within HMPPS.

Lord Farmer Report

In September 2016 Lord Farmer report, The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime in partnership with the membership charity Clinks, was commissioned by the Government to investigate how connecting prisoners with their families can improve offender wellbeing, assist in keeping the public safe and reduce reoffending.



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

According to the Lord Farmer report, 'Family should be the 'golden thread' running through the processes of all prisons.

HMP North Sea Camp Family Strategy

The primary aim of HMP North Sea Camp's children and family provision is to actively support friends and families in maintaining positive links with friends and relatives who are in custody. HMP North Sea Camp's strategic aims with regard to family services are to reduce reoffending and intergenerational offending by supporting and enabling strong family community ties whilst offenders are in prison

The delivery of services to the children and families of offenders must be considered in the context of other cross government initiatives such as supporting 'troubled families'. This involves a partnership approach to whole family support.

Many families find the thought of visiting a relative or friend in prison both daunting and intimidating and the aim is to create a service, which in addition to providing information and support on the above mainstream services, provides for an excellent visiting experience for all ages in an environment which is both comfortable and welcoming.

Research has shown that maintaining family ties is essential if successful rehabilitation and reduced chances of reoffending are to be realised. Much work goes on within prisons which address offending behaviour however, it is essential that much more emphasis is placed on assisting families of offenders.

To assist in supporting the families & significant others of residents in our care as well as the residents themselves we work with a number of partnership agencies to offer the following services:

Visits

The visits room play area provides an opportunity for children visiting prisoners to engage in play in sight of their parents, or appropriate accompanying adult, and under the care of suitable staff and/or volunteers. The play area facility is available during all the agreed domestic visiting hours. These are outlined below:



Visits days are:

Saturday: 09:00 – 11:30 & 13:30 – 15:45

Sunday: 09:00 – 11:30 & 13:30 – 15:45

Booking line open:

Mon-Fri - 09:30-11:30 &
Mon-Sun - 14:30-15:30

Extended family visits are arranged regularly with the aim of providing quality time for Residents and their children under supervision but apart from carers and other visitors. A list of these visits for 2019 along with themes are outlined below:

Family visit dates 2019	Themes
Tuesday 19 th Feb	Valentine's
Tuesday 9 th April	Easter
Tuesday 28 th May	Animals
Tuesday 25 th June	Adult Family visit – older family
Tuesday 30 th July	Summer Games
Tuesday 27 th August	Beach
Tuesday 22 nd October	Autumn
Monday 23 rd December	Christmas

Residents have a statutory entitlement to receive visits and prisons have an obligation to actively encourage prisoners to maintain outside contacts and meaningful family ties and sustain relationships with close relatives, partners and friends and are important tools in a prisoner's rehabilitation. To support this, HMP North Sea Camp will provide information to visitors about support services; signposting to specialist services; information about Assisted Prison Visits Scheme and information to meet needs of people with protected characteristics (e.g. BAME, Women, Children, Non-English speaking visitors, complaints procedure)

Our Family visits are ran in conjunction with LAT & Ormiston trust, just a small piece of work they carry out are outlined below:

- Provide information and guidance to visitors and family members of residents. This may be practical information such as how to book a visit, keeping in contact and how to claim back the cost of travel through Assisted Visits.
- Emotional support is also offered to family members and significant others of residents. 1:1 support is tailored to the individual and can include signposting to other services including Children's Services, Debt advice etc.
- 1:1 support is given to residents in order to help them to maintain contact with their family and significant others whilst in custody. Surveys are conducted to identify those residents who do not access visits or ROTL & the reasoning behind this. Efforts will be made to ensure these residents have an identified means of maintaining & rebuilding family ties.
- Family visits are scheduled 8 times a year and are themed. Residents apply for these and LAT staff facilitate these and provide activities.
- Contacting families pre & post periods of ROTL – this is still in the planning process however will be commencing soon.
- As well as this, LAT are currently in the process of appointing peer mentors/support workers which will be introduced on family days and normal visits. The peer supporters will provide feedback from families on how the service can be improved.



Shuttle bus / taxi service



Where visitors arrive on public transport the links to the prison are very limited and so a shuttle bus is provided if necessary. This service is pre-bookable to ensure that the visitor's needs are met such as disability or the bus service is available on the day.

Banned visitors

Visitors who have been banned from the establishment for various reasons, will be notified in writing by the prison for a set period and will be reviewed every 3 months. Should this happen, and the resident has children with which he/she would still want to maintain contact with, the banned visitor should nominate another visitor who can accompany the residents children. If this is the case you cannot claim for assisted prison visits, however, if the banned visitor notifies the APVU in writing that a nominated person is accompanying the resident's children then they can claim for APV.

Refreshments



Hot and cold refreshments are available to be purchased in the visits hall which also allows visitors to purchase food and drink for their family member they are visiting. We now have a coffee shop and offer a range of specialist coffees and homemade snacks

Prison visitors scheme – including pen friends

penfriend

A Prison Visitor's scheme is in place where volunteers visit residents who have no contact with family / friends / significant other. The Pen Friends scheme is available where isolated residents with no contact with family or friends are also able to write to volunteers in the community.

Family Support

HMP North Sea Camp is committed to delivering enrichment and engagement services to support families, children or young people with a parent or close relative in prison and offenders who need parenting interventions, family liaison or support. This will be based on needs of families but may include the provision of relationship/family support to prisoners, homework support, and communication with establishment departments regarding welfare and safeguarding issues. This forms part of the commissioned services which commenced in 2017.



The resident chooses a book and is recorded reading the story. The recording is downloaded onto a computer where music

and sound effects are added (much of this work is undertaken by trained residents who benefits from being able to develop new skills and experience). The finished story is put onto a CD and then sent to the child. Storybook Dads believes that the gift of a story CD from an imprisoned parent, can help to overcome the children's sense of loss and confusion and help to maintain the bond between parent and child, bringing great comfort to both.



Safer Community

We really care about keeping the residents in our care as safe as possible. In the event that you have any concerns regarding the Safety of your loved one whilst in custody at HMP North Sea Camp we have a Safer Custody Telephone number you can contact in order to leave your concerns. The Safer Custody Line is a recorded message line which is checked regularly by our staff.

The Safer Custody Telephone line number is 01205 769359 and open 24/7.

Please leave a brief message of your concern and include the full name of the residents who you have the concern about. It would also be helpful if you left a contact number so we can call you back if necessary.

Please do not contact this number for routine enquiries. It must be used solely for the purpose of reporting concerns about a loved one.

Despite our best efforts there are sometimes occasions when we are caring for residents who are exceptionally complex with a range of difficulties and challenges. In the most extreme cases we may contact their family members for help or advice on what has helped the individual in the past. We sometimes also ask them if they are willing to come into the prison to take part in the regular reviews of their family members. If you are asked to do this please attend if you can, your knowledge and experience is very valuable in these cases.

Care Experienced Residents

Here at HMP North Sea Camp we are committed to identifying those with care experience in custody allowing us to provide support and guidance, helping them to realise their aspirations. We appreciate that these individuals may have been through exceptionally traumatic times in their lives and may need additional support. Our aim is to identify the

responsible authority and nominated personal advisor for each care experienced person whilst in custody and continue that support on release. Encouraging the link between care experienced people and personal advisors, enabling the opportunity to re-engage with the care experienced person and assess what individual support is needed, detailing all of this in the re-assessed pathway plan in preparation for the resident's release.

All residents at HMP North Sea Camp are interviewed and allocated a personal Officer as well as attending an Offender Management Unit (OMU) induction on a Friday of each week by a representative from within the OMU. As well as this residents will have a designated Offender Supervisor within 5 days of arrival.

During resident's initial interview when arriving at NSC and during further interviews/inductions, each resident has the opportunity to divulge if they have spent time in care. If a resident is identified as care experienced and declines support; or has been previously engaged with the care leavers services but subsequently left the service, as long as the resident is under 25 years of age, they can re-engage with the service.

If residents qualify as care experienced, the care leaver's champion (CLC) situated in the OMU, is then contacted to find out relevant information about that resident. The resident will be encouraged to seek out any information they may have, this will include:

- How long residents were in care for?
- What age the resident was in care for?
- If they know the name of their last social worker or if applicable their leaving care worker?
- What area or local authority they were from?
- What was the last place they were in local authority care?
- If they have lived in care in more than one area, do they remember when and where?

These questions provide the CLC details of time spent in care, local authority's details and personal advisor details allowing them to contact the local authorities and actively encourage the relationship between the care experienced person and personal advisor enabling the re-evaluation of their pathway plan to gain the appropriate support during the resident's time at NSC and on their release.

Other ways to stay in touch

E-mail a resident - You can now email your family member through the 'Email a Prisoner' process. This method is quicker and cheaper than sending letters through the post and are normally received by the recipient on the same day as they are received. For more information please go to:

www.emailaprisoner.com

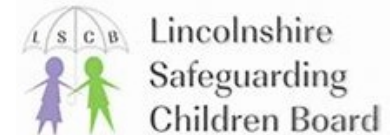
Letters & Parcels – Our residents really enjoy receiving letters from home, our postal address is:

[Residents name and prison number]
HMP North Sea Camp
Croppers Lane,
Frieston,
Boston,
Lincolnshire
PE22 0QX

Telephone - Our residents are able to buy telephone credits to make calls using BT telephones that are placed in all of the residential units. They will also be able to make calls on their evening of reception, prior to these initial calls being made a Prison Officer will speak to you to ensure that you are happy to accept the call.

Partnership working

Delivering effective family practice cannot be achieved in isolation and as such we are committed to working in partnership with key local and national stakeholders. Through close working arrangements we are able to provide a bespoke service that is able to cater to the needs of prisoners and their families during their time in custody and then following on into ongoing support after release. Below are just some of the partner agencies we work with to offer support:



Interventions and Courses

Suitable interventions and courses will be facilitated, based on needs identified. This may include educational or behaviour management accredited intervention programmes that help prisoners and their families work together to build links and positive relationships. Courses may include parenting and family relationship courses, family learning such as overseeing children's homework and so on. Family relationship course / interventions may involve other departments including Chaplaincy, OMU, Safer Custody, Security, Through the Gate providers.



Future Developments

HMP North Sea Camp is part of the planned Ministry of Justice procurement of services for families and significant others. Now this contract is launched we expect an annual visitor satisfaction survey to be put in place which will be used to inform future delivery of services at HMP North Sea Camp. In addition an annual assessment of prisoner need will be conducted to ensure family services continue to be appropriate and responsive.

HMP North Sea Camp will tailor it's delivery of family practice by understanding and supporting family's needs, we will achieve this by using the following information gathering exercises:

- Annual establishment needs analysis
- 2 visitor surveys per year
- Forums with prisoners held at HMP North Sea Camp
- Omic Key worker and POM feedback sessions linked to sentence plans
- Commissioned analytical assessment of needs via independent academic bodies
- National & Regional data sources i.e. Office for national statistics, Lincolnshire safety board data ect
- MPQL

