

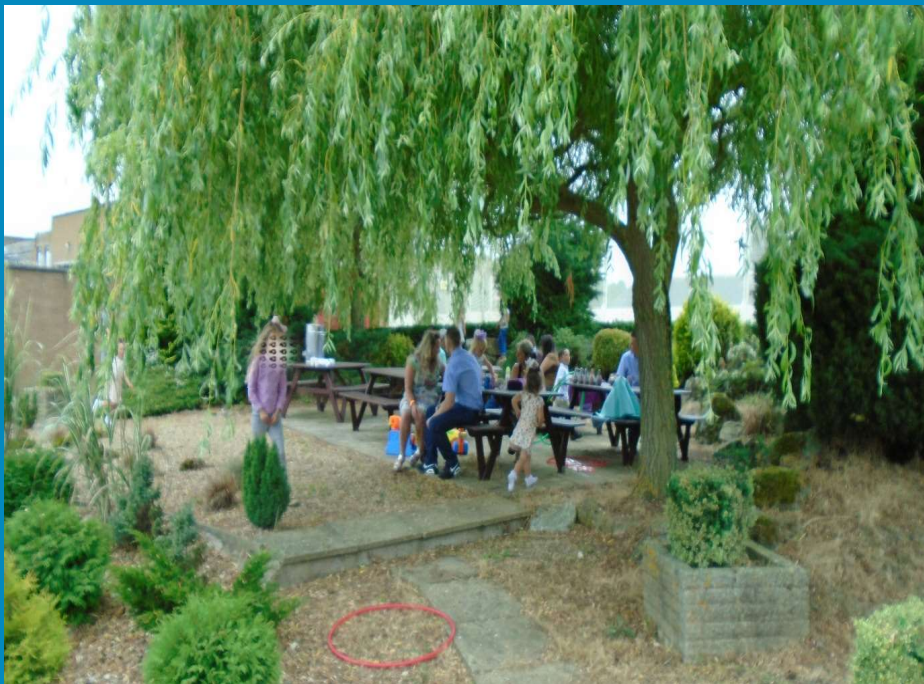


HM Prison &  
Probation Service

LINCOLNSHIRE

action  
trust

## FAMILY SERVICES STRATEGY APRIL 2018-2019



## FAMILY SERVICES AT HMP STOCKEN – STATEMENT OF INTENT

Over the last 18 months there has been a clear national focus on the importance of strengthening prisoner family ties (the term ‘families’ is used in the most loose sense as we understand that it covers different social ties and friendships). There have been a number of new initiatives which have helped to put family ties and services on Her Majesty’s Prison and Probation Services’ and HMP Stocken’s map:

The White Paper on Prison Safety and Reform (November 2016) has given Governing Governors more freedom to decide how and on what to spend their budget. This has had an immediate impact on what HMP Stocken has been able to achieve over the last year. As a prison we were able to put a business case forward to bid for money to improve the visits facilities at Stocken. The lead on the family pathway has successfully secured funds to spend on building a new refreshments bar in the visits hall to offer better facilities (such as Illy hot refreshments and panini maker). We have formed a partnership with De Montford University to help re-design our visits. As part of more freedom within the prison budget, we have used this on new furniture for the visits hall and visits center.

In February 2017 Stocken became part of the reform group prison (now North Midlands) and we were asked to agree a 3-year business delivery plan. Stocken Senior Management Team (SMT) worked on a long term plan to strengthen family services. Since then we have delivered 3 outside family visits (Picnic in the Park, Stocken Sport’s day and Stocken by the Sea). It was the first time at Stocken that we held the family visits outside of the main visits complex. One comment of a visitor on the picnic event was that *‘for the first time since visiting my husband with my children, I feel we are a normal family having a day out. I know the wall is there, but just the fact we can sit outside on picnic blankets, eat picnic food, makes all the difference’*. Also we have introduced a (birthday) cake service for the men to order cakes through VT Catering to share with their loved ones. We have further plans for the men and their families to share a meal together as part of the new staff/prisoner bistro ‘The Stockpot’. We are also working on engagement, after carrying out a needs analysis for prisoners and families and setting up a family stakeholder group.

The Lord Farmer review (August 2017) recognized that there is inconsistency within prisons how family services are delivered, both in quality and quantity. This meant that a contract process for family services was introduced last year. As part of this process, Stocken now has the support of a new family services provider Ormiston/Lincolnshire Action Trust (LAT). This new partnership with HMP Stocken will make a real difference to the delivery of the family services for the men and families. This strategy will set out what and how we will deliver together.

**Our statement of intent is to offer better quality and more meaningful services for the men at Stocken and their loved ones.**

Neil Thomas

Wendie Zijlstra

Christina Hall/Jenny Wallace

Governor

Family Services lead

Lincolnshire Action Trust

## MEET THE TEAM



Back row: from left to right back row: Jenny Wallace (LAT), Sophie Kemp (LAT), Christina Hall (LAT), Muriel Cooke (Library Story Book Dads), Paula Roe (VT Catering/Bistro), Mark Clarke (Officer Operations), Kate Fox (LAT), Brigitte Turnball (Operational Support Grade), Wendie Zijlstra (Head of Operations/Family Services lead).

Front row: from left to right: prisoner mentor (Bistro and visits worker), Neil Thomas (Governor), prisoner mentor (Family Services), Gill Astill (LAT)

## ORMISTON/LINCOLNSHIRE ACTION TRUST FAMILY SERVICES TEAM

From October 2017 Ormiston was successful in the bid to offer services at Stocken and has contracted out the majority of the family services to Lincolnshire Action Trust (LAT). LAT has been working with Stocken for a number of years and knows the prison and their men well, which has been a real advantage in making a good start on this new partnership.

We have set out what we expect Ormiston/LAT to deliver as part of the new contract:

- We like LAT staff to be present for all visiting sessions, so children's play is supervised and new visitors can have an induction with LAT staff. It is important for visitors to be welcomed and raise any concerns they have with dedicated staff who understand their needs.



- LAT staff will ensure refreshments are offered in the visiting center. We want to be able to offer decent opening times and refreshments. We recognize that HMP Stocken holds long term sentenced prisoners which means some visitors live a long distance away.
- We like LAT staff to offer the ability to work with the men and their families. This could mean 1:1 work with families or bespoke courses such as 'Me and My Dad' or 'Hidden Sentence' training. LAT have already been part of liaison work at the first Fathers inside course HMP Stocken has run last year.
- LAT staff will run the family visits sessions. Every month a dedicated family visit is organized. These sessions have been set as much as possible in the school holidays to open this up to families with children in particular. We want LAT to continue with outdoor events as well as themed family days. We have already seen well planned family visits, such as an excellent Christmas event with a tree grotto, Santa and Christmas music from the 'Stocken Buskers' musicians. We are working towards making the family sessions more available for prisoners with added needs such as safer custody issues or those prisoners not on the highest levels of the Incentive and Earned privilege levels. We see this as a way to improve their mental well-being and reconnecting in a positive environment.

The full aims and development of the family services at HMP Stocken can be viewed in Annex A.

## WHAT WAYS CAN THE MEN/FAMILIES STAY IN CONTACT

We are working in partnership with other departments and agencies to offer a worthwhile service for the men at Stocken and their families, children and friends. We have the help from the library staff, chaplaincy, the PEI/gymnasium department, Milton Keynes College and LAT staff to make sure prisoners and families can stay in contact:

- 6 sessions of **social visits** (Wednesday/Thursday/Saturday and Sunday). Face to face contact is still the best way to develop family ties. We have now made a start to make the visits facilities better and less intimidating, with a different style of communication. The visits policy has been changed to reflect a better understanding of visiting with babies, changing the way prisoners can interact with their children and allowing parental closeness. We are also examining a process for men to buy and collect food for their families on some visits. We conducted an engagement session with men and they asked for more freedom and feel more like a provider for their families and to be able to purchase items themselves.
- Monthly **family visits** in the school holidays. We will try and increase these to 2 family visits in August and 2 in December due to high demand last year, if resources allow this. The gym staff have been fantastic in helping with activities for the children on the family visits days.

- The '[Email a Prisoner](#)' and '[Email a Prisoner reply service](#)': family and friends can email to a functional email box and the men can send a hand written reply which is scanned in and emailed back.
- [Prison voicemail](#): family and friends can leave a message for the men to access on any time during association.
- [Birthday cake service](#), the men can order cakes via VT Catering for special occasions. These can be ordered 2 weeks in advance and shared on the social visit.



- The library staff are committed to the [Storybook dad](#) projects. The men can sound record a story for their children which is sent out. This year Story Book dads is extended in DVD format also. The library staff and mentors have helped 219 men over 2017 to help record a story for their children. This is particularly popular around Christmas time.
- [Angel Tree](#): Prisoners can order Christmas presents for their children. The chaplaincy liaises with volunteers to buy, wrap and deliver the presents as long as prisoners are allowed access to their children (our Offender Management Unit is involved also). Each gift is dispatched as though it is from the parent accompanied with a personal message.
- We are aware that there are prisoners who do not receive visits. The men can [exchange a Visiting Order for £1 credit](#). As long as they have not received any visits in a 4 month period, they can submit an application to their Custodial Manager, who will arrange for prisoners monies to give phone credit.
- Prisoners who have not received visits for 6 months can apply for [Accumulated visits](#). Applications can be submitted to the Offender Management Unit, stating which prison they want to temporarily transfer to in order to receive visits.

**Information on the above services can be requested via LAT who will signpost**

## WHAT THE MEN AND YOU HAVE ASKED US TO DO: YOUR VOICE...

One of the first tasks we asked LAT to help us with was a greater understanding on what the men and visitors/families expected from Stocken; to improve the services; and tell us what is important to them. In October 2017 all the men at Stocken were given a questionnaire and LAT handed out questionnaires to visitors over a period of time. The findings were put together in a needs analysis. This now forms part of the family services strategy and progress is measured in contract meetings. We want to make sure we listen and continue to improve and focus on what is important. We have put of all the ideas and requests from the men and visitors in the development plan to improve family services.

The questionnaire was distributed to all prisoners and a selection of visitors over a period of time. Visitors completed 48 questionnaires and the men at Stocken returned 86 questionnaires. The questionnaire was based around:

- Ways of contact
- Visits
- Relationships
- Length of sentence
- Travel
- Visits Booking
- Visits experience
- Facilities
- Visits with Children
- Information and support

You can see the development plan in the annex A at the back of this strategy on what we intent to commit to for the next year.



## LORD FARMER REVIEW, WHAT IS NEXT FOR STOCKEN?

The Government commissioned a review on the importance of family ties. Family ties are important to stop men going back to prison, prevent children of prisoners going to prison, and reduce men using drugs on release. The findings of the report can be found at the following web page:

<https://www.google.co.uk/search?q=lord+farmer+prison+review&oq=lord+farmer+&aqs=chrome.2.0j69i57j0l4.8964j0j4&sourceid=chrome&ie=UTF-8>

The Lord Farmer review places importance on the fact that if people/prisoners want to change, then relationships are the golden thread to make this happen. Therefore HMP Stocken has to make sure that the men can have the best possible relationships and keep in contact with their families in ways which have not been explored before. As part of this strategy we are committed to develop the recommendations in the Lord Farmer review.

- Extended visits: family visits should not be dependent on behavior.
- How to support men without family ties and care leavers. Due to the personal history of men who have been brought up in the care system, care leavers are more at risk of violence, self-harm and suicide when in prison. We want to explore how Stocken can support care leavers to make contact with estranged or distant family, or positive social contacts outside of the prison. The Care Leaver's Association recommend that care leavers in prison have access to their local authority files to identify contacts. Also explore the support of peers inside as contacts.
- We want to be committed to family learning. In November/December 2017 HMP Stocken hosted the Fathers Inside course where 18 participants started this course and completed this. This was celebrated as part of a whole day event together with the families of those who took part. We intent to run another course in partnership with Milton Keynes College. The Lincolnshire Action Trust are also committed to run family learning courses as part of their contract.
- To improve the awareness so families and visitors know how to raise a concern about a prisoner's safety either through LAT staff or the dedicated Safer Custody phone line.
- As part of the Release on Temporary License (ROTL) and Home Detention Curfew (HDC) processes family ties and supportive relationships should be a consideration in this process. HMP Stocken is a prison for long term sentenced prisoners over 4 years, however where possible reconnecting with family and children should be a focus for ROTL and HDC.
- We understand that there are many prisoners who live some distance away from their children, but we are determined to find ways for men to re-connect with their families. The development plan outlines some of the ideas we have.
- We have seen that the more partners and other departments are involved, the greater the success of getting family ties right. We want to develop relationships with local and regional voluntary support groups. This could be local schools, businesses or other local support groups, to provide specialist knowledge.





## **ROLE OF OMU AND SAFER CUSTODY TEAMS**

### **Offender Management in Custody:**

Over the next 2 years we will invest in new staff as part of the Offender Manager in Custody project (OMIC). One of the roles staff will play is the role of a key worker. This is a dedicated member of staff who will spend 45 minutes a week with their offenders to talk through key issues. The role of this key worker is based around developing personal relationships and understanding what their needs are. One of the jobs for the key workers is to make sure they have an understanding of the family services role, the care leavers system and the impact of not having well developed family ties, so they can help the men to re-connect and sign post the right services. They must identify any prisoners moved out of their area, and help support to repatriate the men at the earliest opportunity with the help from Population Management Unit (PMU)

### **Safer Custody:**

We understand that family members and friends can be worried about their loved ones. Safer Custody have a dedicated telephone line which is checked daily, so families/friends can raise concerns:

**01780 795029 or 01780 795033**

Any concerns about the mental or physical well-being of the men at Stocken will be recorded and acted on. Safer Custody will work with the dedicated key workers to ensure that any concerns can be resolved. Where possible the Safer Custody team will also inform families when a prisoner is placed on a support plan (ACCT) and involve families on



interventions. The Safer Custody team will make sure families are kept informed if an ACCT is (not) opened and what help the team have offered to make sure concerns are acted on.



## OUR CHARITY: OASIS PROJECT

Over the last year we have supported the oasis project as part of the family services. We had a biscuit/cake sale on visits, and on our first family visit session outside in the fresh air, the Kitchen department offered a free ploughman picnic in return for voluntary donations to Oasis. This year we have decided as a prison to provide a free buffet to all the men and their families on family visits. We ask for voluntary contributions and donations will go towards the Oasis project.

Oasis was originally set up by two families who turned to each other for advice when they realised there was no provision in place to support the relatives of drug addicts and alcoholics in Lincolnshire. Following several years as an independent charity it merged with Lincolnshire Action Trust in November 2015.

The Young Oasis team now offer confidential one-to-one support to children and young people in Lincolnshire who have been or are affected by a family member misusing drugs or alcohol.

Oasis recognises that substance misuse does not recognise class or social boundaries, and can affect anyone within the community. It also doesn't just affect the individual and can have a devastating effect on the whole family, with children often feeling isolated and afraid.

The Young Oasis team provides much needed emotional support, wellbeing advice, or a non-judgmental listening ear to allow young people to fully express themselves and begin to work through the challenges of their situation.

Confidential access to Young Oasis can be made through the following:

T: 01522 806611

E: [oasis@LATcharity.org.uk](mailto:oasis@LATcharity.org.uk)

P: Lincolnshire Action Trust, PO BOX 985, Lincoln, LN5 5GF

## ANNEX A: DEVELOPMENT AND LIVE ACTION PLAN

WHAT	HOW	WHO	WHEN
Staffing of all social visits sessions and support fathers to engage with their children and take part in activities with them through play work	LAT staff will be available for visitor inductions and all visiting sessions	LAT	April 2018
Refreshments will be available outside	LAT will provide refreshments in the visitor center. HMP Stocken will a wide range of refreshments in the visits hall	LAT and Head of Operations	April 2018
We want to provide a good physical environment for the men and families to spend time together	HMP Stocken has purchased new furniture for visits, including visits furniture and a refreshment bar is built to offer a good range of food	Head of Operations	July 2018
There are regular family visits and HMP Stocken will look at ways to extend the family visits into family days	LAT and HMP Stocken have set the calendar for all the family visits for 2018. Ask LAT staff for a copy. As part of the needs analysis the men and families have asked if these can be longer, which we will aim to achieve for some of the family visits for 2018	Head of Operations and LAT	August 2018
To let prisoners know they can use prison voicemail and the email a prisoner service	LAT inductions  Give all prisoners the information this service is available	Head of Operations/LAT	April 2018
Family visits should be open to all prisoners regardless of their IEP level and if visits relate to prisoners own children	To change the criteria for family visits and offer more flexibility who can apply	Head of Operations	June 2018
Visits booking should be easily accessible	Visits booking to record management information on how many times visits cannot be facilitated due to high demand or not being able to book a visit.  To promote the visits online booking system	Head of Corporate Services	September 2018
Prisoners should live as close as possible to their loved ones to receive visits	Consideration should be given to the closeness of family or other supportive relationships as part of any proposed moves out of their home region. Consideration should be given to timely accumulated visits	National: Lord Farmer Review to work with the Ministry of Justice  Local: Offender Management Unit	April 2019

Prisoners should be able to access visits by a variety of means	To resource a prison visitor assistance scheme such as a shuttle bus	Head of Operations/LAT	December 2018
	To promote the Assisted Prison Visits scheme	LAT	May 2018
	Arrange timely accumulated visits (this is done by the Population Management Unit).	Head of Offender Management/Head of Operations and PMU	September 2018
	Virtual Visits (this is a national project and HMP Stocken is not part of the pilot site)	Ministry of Justice	No timescale given
The visit experience should be positive	Getting visitors in first to avoid delays in starting the visits	Head of Operations	June 2018
	Making sure visits staff explain to visitors why visits sometimes start late (incidents, late roll)	Head of Operations	April 2018
	Implementing a ticket system which is fair for all	LAT	April 2018
	Good physical environment, clean facilities and a good range of facilities	Head of Operations	July 2018
	Plenty of toys for all ages	LAT	June 2018
	Publish visiting times and family visits and provide sufficient time to apply for	LAT	June 2018
	Provide big notices with all the relevant information needed to have a good visit: use of lockers, dress code, general guide to visits at HMP Stocken	Head of Operations/LAT	September 2018
	To develop a family stakeholder group so the views of families can be considered	Head of Operations/LAT	August 2018
	Children should be allowed physical contact with their dads	Head of Operations/LAT	April 2018
Know how many prisoners at HMP Stocken do not receive visits and take time to find out how the prison can support to maintain contact	To use the Prison Nomis system, LAT engagement and questionnaires to identify this group and help them establish their goals.  Offender Management in Custody model (OMIC)	Offender Management Unit, LAT and HMP Stocken key workers (Offender Management in Custody model)	April 2019



Prisoners who do not receive visits and care leavers are helped and supported to reconnect with their families or are helped to form relationships with people or peers inside/outside	<p>This group is identified and their key worker helps the prisoner to establish their goals and contact the responsible authority.</p> <p>Key workers job descriptions to include developing family ties and awareness of care leavers</p>	Richard Sutherland/OMIC key workers	April 2019
LAT to provide family advice and engagement work	LAT to provide access to support families with issues relating to imprisonment of a family member, including liaison with HMP Stocken staff and outside agencies, for instance OMU/Safer Custody Family Support Worker to facilitate work with families, offer interventions and courses	LAT in partnership with OMU and Safer Custody	TBC
Signposting of interventions and offering access to interventions	LAT are instrumental in offering access to suitable additional programmes and support mechanisms to further support the work with families. Examples are as follows: Being a Dad workshop Breaking Barriers Positive Pathways You & your child Staying Together What I'm Doing at School dad	LAT	TBC
Family services contribute to better mental health	Prisoners receiving visits/family support demonstrates an increase in well being	LAT and HMP Stocken	All the time
To improve family ties and services	Yearly needs analysis and aim for 100% satisfaction rate of services. A yearly questionnaire will be distributed to visitors and prisoners	LAT	November 2018
Any of the services should be available to all the men and their visitors	LAT to promote their services and take part in the prisoner Induction	LAT	June 2018
Parents/carers engagement and support for children	Kidscreen quality of life measurement/initial assessment – parent identifies support/needs personalised intervention plan. 'Breaking barriers film'	LAT	On demand
Access to appropriate	Information charter	LAT	TBC

information for visitors and families	Website Out of hours auto responder signposting support		
Families and visitors know how to raise a concern about a prisoner's safety either through LAT staff of the dedicated Safer Custody phone line	LAT staff and Safer Custody should have an easy and confidential system to make sure families know how and can raise concerns  New visitor induction processes should provide information on how to raise a concern	Head of Safer Custody/LAT  LAT	May 2018  May 2018
Families ties should be part of HDC and ROTL	As part of the Release on Temporary License (ROTL) and Home Detention Curfew processes family ties and supportive relationships should be a consideration in this process. HMP Stocken is a prison for long term sentenced prisoners over 4 years, however where possible reconnecting with family and children should be a focus for ROTL and HDC	Head of Offender Management Unit	TBC
Local services should be involved in supporting family ties in prisons	We have experienced the more partners and departments are involved, the greater the success and enjoyment. We want to develop relationships with local and regional voluntary support groups. This could be local schools, businesses or other local support groups.	Head of Operations/LAT	April 2019

## LET US KNOW WHAT YOU THINK

If there is anything we can do to improve, if you have any ideas for the family services team, or if you want to join the family services stakeholder group, we would love to hear from you:



RETURN TO ANY MEMBER OF THE **LAT** TEAM

## USEFUL LINKS

### **I-HOP**

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

### **Clinks**

<http://www.clinks.org/>

### **Family Lives**

<http://www.familylives.org.uk/>

### **Pact**

<https://www.prisonadvice.org.uk/>

### **Pact book 'Locked Out'**

<https://www.prisonadvice.org.uk/locked-out>

### **Ormiston Families**

<https://www.ormiston.org/inittogether/index.htm>

### **Lincolnshire Action Trust**

<http://latcharity.org.uk/>

### **POPS**

<http://www.partnersofprisoners.co.uk/>

### **Spurgeons**

<https://www.spurgeons.org/>

### **NEPACS**

<http://www.nepacs.co.uk/>

### **Offenders Families Helpline**

<http://www.offendersfamilieshelpline.org/>



