



HM Prison &  
Probation Service

IRC Morton Hall

**D**

Diversity

**D**

Decency

**D**

Delivery

**D**

Development

# Family & Significant Others Strategy

1



October 2019  
Centre Manager: Karen Head

# Contents

Page 2	Contents
Page 3 – 4	Why Do Families Matter
Page 4	Lammy Review
Page 4	Family Offer
Page 4-5	Gateway Communications
Page 6-8	Provision of Visitor Centre and Visiting Services
Page 8-9	Safer Detention & Security
Page 10	Useful Contacts

## **Why Do Families Matter?**

- The Government is driving forward the Family and Significant Others' agenda as it recognises that supporting the families and significant relationships of those in our care can help improve the safety and security, helping to support vulnerable residents and prevent disorder. In the 2016 independent Review into the Welfare in Detention of Vulnerable Persons, Steven Shaw stated that 'all detainees should be viewed as vulnerable' going further to state that 'detention is harmful to mental wellbeing' and a big reason for this was the separation of detainees from their support networks, ongoing treatment and care. It is therefore essential that Morton Hall and our partners continue to the support networks between our residents and their families in all aspects of our business.
- Maintaining contact with family members can help reduce anxiety and mitigate the frustration and isolation of detention, potentially impacting the level of self-harm or violent behaviour. During the most recent inspection from HMIP (21-25<sup>th</sup> November 2016) they reported their concerns regarding the level of residents stating that they are depressed, Steven Shaw, also commented on this, with healthcare reporting that up to half of the people they see in detention have mental health issues. Levels of self-harm do fluctuate at Morton Hall, most recently the levels of incidents of harm have increased slightly, integrating the family strategy into the ACDT process (a system for supporting people at risk of suicide or self-harm) maybe instrumental in preventing further incidents occurring.
- The level of Ex-Foreign National Offender's (people who have come to detention from a prison) may also be having an impact on the stability of the centre. This, along with the introduction of illicit substances such as Spice, Mamba etc., into the Detention estate, prompted Steven Shaw to report he had '[observed] behaviours that he had previously encountered in prisons'. We have seen increased levels of violent and disruptive behaviour in the centre, which not only has a detrimental effect on the residents, it threatens their safety and that of the staff. Embedding the family strategy in both the Safety and Security strategies of the centre embeds the impact of one's behaviour and the effect it could have on their lives once they leave the centre. With data suggesting that the same number of residents are released back into their community following detention as those who are deported, family input is invaluable, as is ensuring the public is protected from adverse behaviour. Security colleagues maintain a full and effective Public Protection database, ensuring risk is identified and monitored, safeguarding children in the process.
- During the last inspection at Morton Hall, HMIP reported that 'Visits provision and family support work were good'. The contract for the Welfare provider was taken up by Lincolnshire Action Trust (LAT) who continue to provide the same services as the previous contractor. HMIP stated that 'Visitors were largely positive about their experience' at Morton Hall, but we have recently seen a decline in the number of visits taking place which may be related to the geographical spread of detention centres, and the average length of stay for our residents being one to two month (20%). Work to determine the actual number of residents receiving visits and the reasons some residents don't receive visits is vital to understanding and implementing an effective strategy. The internet hub remains a popular avenue for family contact, and Skype will be introduced in late 2019.

- In developing the family strategy and embedding the ethos of Family Matters throughout the centre alongside our colleagues, there is the potential that; in line with Lord Farmer's recommendations of threading family support throughout all aspects of our centre work, we are able to improve the safety and maintain order in the centre.

### **Lammy Review**

In accordance with the Lammy Review, we must adhere to the Equality Act 2010, ensuring the needs of Black and Minority Ethnic (BAME) detainees are met. We must ensure that planning of events and services allow access to all detainees and where applicable, their families, catering for the protected characteristics.

### **What are we going to do?**

- Maintain family ties where appropriate by utilising all communication avenues, including visits, mail, telephone and internet contact.
- Provide advice and guidance to families and residents using LAT welfare services and their website
- Develop and utilise family support throughout the centre to protect vulnerable resident and prevent disorder by incorporating the family strategy into both security and safer detention interventions.

### **Family Offer**

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 residents to maintain and improve relationships

"Gateway" communications system – to demonstrate how the establishment have responsive communication systems in place for families

### **Gateway Communications**

#### **Communicating a Clear Strategy:**

There may be times when families or significant others will feel that their loved one may be in trouble or is just not himself, perhaps he is acting out of character. If you ever feel this may be the case then share your concern with us; we are here to help. There is a dedicated safeguarding 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. If the concern is a non-urgent matter, the Safeguarding Line is available for answer phone messages to be left. This line is checked four times a day. The number is **01522 666885**

If there is an imminent concern of danger, the Concern & Keep Safe Line is available for family and friends to leave a message with a member of staff. This message will then be passed to the Orderly Officer. Any calls relating to the care and welfare of a resident will then be logged and a concern and keep safe hotline form will be completed and immediately passed to the Orderly officer for investigation and action, including providing a call back as required.

There is also a box in the visitors centre for family or friends to post concerns or complaints regarding the visit or visiting process. This box is opened daily by a member of the Home Office team.

The information below will be displayed on the Internet for family and friends. Posters will also be in the Visits area.

This number is **01522 666976**

**If you are concerned about a loved one for any reason don't let him suffer in silence we are here to help call the numbers above and we will assist and look after him.**

5

To ensure accessibility for all staff, detainees and visitors we will ensure:

- The Strategy is published on the intranet and is available in the centre and visits centre for all visitors. Ensuring the Family Strategy is a standing agenda item at relevant meetings and discussed with relevant partners.
- Commitment Statements to be displayed in Visitor Centre and Visits Hall.

### **Provision of Visitor Centre and Visiting Services**



Lincolnshire Action Trust (LAT) are the contracted welfare services provider for Morton Hall IRC. LAT is a charity that was established in 2000 and works with a variety of agencies within the criminal justice system. As part of their contract, LAT provide services in the Visits Centre at Morton Hall, booking and facilitating all appointments. The visit centre is a bright and welcoming area with a play area for children with ample toys and a comfortable area for adults to sit and wait for their visit. There have been some issues identified with visit waiting times due to the time it takes to search property and families once over in the visits hall.

The visits hall is open daily for appointments, with Thursdays and Sundays offering evening visits in addition to the day time visits. Families are able to pre-book appointments Bookings can be made up to 2 weeks in advance and visitors will need to phone the following number 01522 666819 between 09.30 and 12.30 Daily or are able to drop in without appointments, although pre-booking is encouraged to ensure availability.

Morton Hall's visiting process and facilities take account of individuals with additional needs. Information is available in Braille and hearing aid loops are available on request

#### **Domestic visiting hours:**

	PM	EVENING
Monday	1315-1615	
Tuesday	1315-1615	
Wednesday	1315-1615	
Thursday	1315	2015
Friday	1315-1615	
Saturday	1315-1615	
Sunday	1315-1615	1730 -2015

#### **Current Services:**

- Provide Taxi Service to enable families to visit with regular collections and drop offs to local train stations.
- Provide a shop service for visitors to purchase snacks and meals served to visits.
- All new visitors are inducted in the Visit Centre, ensuring all families are aware of the rules and regulations of the centre whilst visiting, the search processes are explained to children to prevent any anxiety as they go through the search procedure. Information is given on the telephone when booking appointments and is available on the LAT and the Justice website.
- Outside visit area available during summer months to allow a more relaxed environment
- Facilitate last minute or out of hours visits for residents who are being deported imminently.
- Family visit days available to all residents and families with LAT support interacting with families, encouraging play and activities (on a six-weekly basis).
- Public Protection Database in place to identify and mitigate risk to children and families. This is maintained by security colleagues and monitored by LAT and Visit Officers when booking visits.
- Accompany all families to visit hall on first visit, remaining on hand to spend time with visitors and residents.

- Attend group meetings with the family and resident if requested.
- Revamp of Visit centre including private family interview room and racking for resident's property with the intention of decreasing the wait time of families and residents
- Discrimination Incident Reporting Form (DIRF) are available for visitors and the process of raising a complaint is clear.

### Forward Look:

- Work with the Equalities Team and LAT to ensure information is accessible to all.
- Embedding country of the month into the family visit days.
- Upgrading furniture in visits centre.
- Maintain links with Morton Hall Visitors Group, which needs to be better publication and advertising. Spider phones are being installed in the visits side rooms to support this.

### Governance & Review:

- Interrogate available data to identify which residents are not receiving visits, survey for reasons to inform further strategy, this will be conducted by the Business Team who will raise any concerns with Safer Detention Colleagues.
- Visitor Survey in place and available for visitors at all times. Maintain and provide regular analysis and introduce consultation groups into the consultation time table. Analysis and feedback via LAT and Business support.
- Contractor meetings and SMT Business Assurance Analysis
- HMIP dip testing and tasking meetings.

Structure to ensure family work is an operational priority:



Upon entry into the centre, all residents are encouraged to maintain family contact, viable communication is key to this. Morton Hall are contracted by the Home Office to operate as an Immigration Centre, as such, we are obliged to provide services in line with the Service Level Agreement, as well as the HMIP expectations. All residents are provided with the opportunity and tools to keep the lines of

communication open. The staffing levels are managed closely to maximise access to facilities that will allow this. Work continues with residents throughout detention, with welfare reviews available for every resident from entering the centre to leaving. LAT are available for drop in appointments during all residents stay at Morton Hall.

### **Current Services:**

- Phone Call available to all residents upon reception into centre
- Mobile phone and sim card offered to all residents entering the centre with £5.00 voucher available to purchase top up voucher in shop at earliest opportunity
- Top ups available in all networks and catalogue service to purchase relevant sims
- PINS phones available should residents wish to use these in place of mobile phone.
- Limited access to internet hub daily. Fax machines are accessible in all areas of the centre.
- ICT lessons available through Lincolnshire College to improve computer skills with the intent of maintaining family contact.
- Scheduled and drop in appointments with LAT.
- Signposting to Red Cross family tracing services
- Crisis Line/Confidential number for families
- Regular consultation with residents regarding Communication within the centre.
- Community Engagement Events held regularly
- Skype

### **Forward Look:**

- Planning for extension of resident shop and internet hub which will provide extra terminals.
- Scanning facilities will be available to residents
- Assess the possibility of mobile phone signal boosters

### **Governance & Review:**

- Regime Management Plan reviewed daily at Operational Morning Meetings with the SMT, CM group and contracted providers.
- Contract monitoring meetings with all stakeholders including Lincolnshire College and LAT.

### **Safer Detention & Security:**

Stephen Shaw reports that a '[detainee's] vulnerability fluctuates in relation to characteristics that they personally possess, the factors in their social network and the determinants in their wider environment'. The frustrations of detention can manifest in different ways, from aggressive behaviour, self-harm, low mood to misuse of illicit substances. Including families in discussions or exploring family ties during interventions with residents can help identify consequences of behaviour.

### **Current Services:**

- Regular ACDT reviews including contracted agencies such as LAT & NHS colleagues. The option is there to include family members in the reviews.
- Debrief of all residents found to be under the influence of illicit substances. Debrief includes discussions on impact of drug use on families and friends.
- Regular welfare checks with key workers
- Dedicated time for key workers.



### Forward Look:

- Development of Safety Framework, implementing the 5 P's across the centre including elements of the Family Strategy within this.
- Family involvement in use of Vulnerable Adult Care Plan
- Exploring family relationships within ACDT reviews, including discussions around visits and the reasons why they may not be taking place.
- Ensure information that is available to residents is available to families, i.e. sharing of induction information booklet
- Use of well-being day initiatives at family days i.e. sporting activities, healthy eating/living initiatives.
- Amnesty boxes and clear, polite signage for security procedures in visits.
- Provide training and embed the Key Work Service for all.
- Expanding training packages to include The Importance of Family i.e. SASH training.
- Strengthen Feedback mechanisms for family members who have contacted with concerns.

### Governance & Review:

- Analysis of Security and Safer Detention Data & Committee Meetings by Security and Safer Detention Analyst.
- HMIP Dip testing and tasking meetings, both internally by Business Colleagues and externally by Regional HMPPS and Home Office Colleagues.

### Useful Contacts:

**Lincolnshire Action Trust:** [www.latcharity.org.uk](http://www.latcharity.org.uk) , email on: [hello@LATcharity.org.uk](mailto:hello@LATcharity.org.uk) or telephone contact on: [01522 806611](tel:01522806611) Information on visiting hours, and support for families and children.

**Just Lincolnshire:** [justlincolnshire.org.uk](http://justlincolnshire.org.uk), Email: [sue@justlincolnshire.co.uk](mailto:sue@justlincolnshire.co.uk) Telephone: [01522 520174](tel:01522520174) 'single equality' organisation in the County. JUST Lincolnshire aims to make a real difference to the lives of people from all backgrounds

**British Red Cross:** [www.redcross.org.uk/get-help/find-missing-family](http://www.redcross.org.uk/get-help/find-missing-family) Free family tracing service available to those in the UK who have missing family members abroad.

**Morton Hall Visitor Group:** Email [mhdvg1@gmail.com](mailto:mhdvg1@gmail.com) Telephone: 07758 604 293

**I HOP: (Barnardo's)** [www.i-hop.org.uk](http://www.i-hop.org.uk) One-stop information and advice service to support all professionals working with children and families of those detained. Bringing together useful information into one place.

**Moving Forward Lincolnshire** [www.movingforwardlincs.co.uk](http://www.movingforwardlincs.co.uk) , [ellie@movingforwardlincs.co.uk](mailto:ellie@movingforwardlincs.co.uk) or call 01522 304 567 – DWP funded