



HM Prison &
Probation Service



**HM PRISON
SERVICE**

Public Sector Prisons

HMP Frankland

Public Sector Prisons – LTHSE

Families and Significant Others Strategy

Governor Darren Finley
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June 2024

Introduction

Supporting a prisoner to develop meaningful and constructive relationship with his or her family or significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform 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 custody 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. We hope to achieve this by working with the men in our custody and their families and want this strategy to be owned and developed over time by both of those groups as well as the prison.



For the purpose of this strategy document, **Family** is defined as either a blood relative, legal or significant persons that a prisoner identifies as their next of kin. For care-leavers



this may be someone that provides a statutory service, friend or associate. 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 the particular challenges faced by those who are care experienced or care leavers. Due to the nature of need there is separate work through our Offender Management Unit to develop provision for men who are care leavers, individual POM’s and Key workers should be the first port of call for support specific to care leavers. All visits with a Personal Advisor in respect of Care Leavers will be arranged either via joint meetings with Prison offender Managers (Sentence planning) or via a social/domestic visits as opposed to being arranged via legal visits, which can often result in the person not attending. The lead for Care Leavers is the Senior Probation officer(s) and Head of Offender Unit, though HMP Frankland as a whole prison approach.

Family members may sometimes be the direct or indirect victims of a man’s offence such as domestic abuse. These individuals have the right to protection from their perpetrator and in all cases, permission should be sought from the victim and any relevant partner agencies before making contact. This will enable the victim/family unit to be supported in the community. e.g., Victim Liaison Officer or Local Authority Social Services.



Equality and Diversity at HMP Frankland

We are proud of our diverse community of staff, prisoners and visitors and are committed to maintaining our excellent record in custodial care and employment by ensuring there is equality of opportunity for all, fostered in an environment of mutual respect and dignity. We actively work with prisoners, their families, staff and community organisations in promoting positive relations. This information can be translated upon request. Please ask a member of staff for assistance

HMP Frankland need to ensure our workplace is a fair environment that complies with the law and, where appropriate, ensures the same level of protection is provided across each of the protected characteristics, namely:

- Age
- Disability
- Gender reassignment
- Race
- Religion or belief
- Marriage or civil partnership
- Pregnancy and maternity
- Sex
- Sexual orientation

Lord Farmer Report

The Importance of Strengthening Prisoners' Family Ties to Prevent Re-offending and Reduce Intergenerational Crime

In September 2016 the Lord Farmer report, noted 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.

Lord Farmer's report has a main theme, '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, Frankland's offer is:

- Visitor Centre/Visitor Reception Services
- Staffing structure to ensure family work represents as an operational priority
- Family 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.
- Family video calling.
- Domestic visits.

Why focus on Families?

Supportive families are a great resource for prisoners and they often play a vital role in helping an individual move away from crime. A supportive family can also provide effective protective factors for prisoners at risk of suicide and self-harm. Having a stable family to return to on release or support a transfer to another establishment of lower category, can also encourage prisoners to engage in sentence planning interventions and maintain positive behavior whilst in custody.

Research shows that a prisoner who receives visits from their family is 39% less likely to reoffend within a year than a prisoner who does not receive visits.

In a small number of cases, maintaining family ties may not be appropriate, possibly due to the risk of harm that a prisoner poses to the family. Safeguarding children and adults, and supporting victims will always be a priority for HMP Frankland and we work in conjunction with the National Probation Service to achieve this.



Safeguarding Children

Keeping children safe in a prison environment is a key priority.

If a concern is raised, we have a protocol in place whereby we hold a meeting with the Safeguarding Team to discuss the concern and where appropriate we would make contact with the visitors, residents, social services and or the police depending on the concern that has been raised.

In order to be able to attend a course or a family event, all residents have to be checked for any offences against children. Whilst attending a parenting course men are asked to sign a disclosure to remind them of the statutory rules around safeguarding.

Our safeguarding policy

This policy applies to all staff, including all grades of managers, paid staff, volunteers and sessional workers, agency staff, students and placements, or anyone working on behalf of HMP Frankland including 3rd party organisations and anyone who resides or visits the site.

The purpose of this policy:

- To provide protection for the children, young adults and vulnerable adults who reside or visit the prison.
- To provide staff and volunteers with the relevant training, guidance and support to follow the processes and procedures set out in the Child Safeguarding Policy Framework in the event that they suspect that a child, young person or a vulnerable person may be experiencing, or be at risk of harm.
- HMP Frankland believes that a child, young person and vulnerable person should never experience abuse of any kind. We have the responsibility to promote the welfare of all the children, young people, and vulnerable adults and to keep them safe from harm. We are committed to practise in a way that promotes them.
- All partner organisations also have a safeguarding policy.

HMP Frankland recognises:

- The welfare of the children, young adults and vulnerable adults is paramount.
- All children, young people and vulnerable adults regardless of age, disability, gender, racial heritage, religious beliefs, sexual orientation or identity have the right to equal protection from all types of harm or abuse.
- The need to work in partnership with children, young adults, vulnerable adults, their parents, carers and other agencies is essential in promoting young adults welfare.



Further details regarding the full Child Safeguarding Policy Framework is available on request and can be accessed via www.gov.uk

Governance and Management

The Children and Families Strategy is overseen by our Reducing Reoffending Committee, Chaired by our Head of Reducing Reoffending and including representatives from across the establishment and many of our partner agencies.

In order to ensure that the “family” remains the focus of our work towards the rehabilitation of our Prisoners.

This strategy document should be seen as a starting point. Leads within this strategy will continue to develop provision and propose amendments to the strategy to reflect those as they become necessary.

Measuring our Success

In order to ensure that Frankland is providing a good service to prisoners and their families, we involve Visitors Voice meetings, Prisoners Consultative Committee where issues can be raised, regular meetings with Operational Managers and the Voluntary providers, Visitor surveys, Prisoner surveys, HMIP, MQPL and the Family Strategy Group Team.

Family Strategy Group team which consist of the following membership

- Head of Reducing Reoffending
- Head of Operations (Visits & Reception Management)
- CM Visits/Reception (F&SO champion)
- Chaplaincy
- Safer Custody
- Public protection
- Security
- NEPACS & Family Support and Engagement
- Residence
- This strategy will be reviewed annually, the live action plan will be reviewed throughout the year from point of publication.



➤ **Rehabilitative Culture**

HMP Frankland promotes a rehabilitative environment which is safe and decent for both staff and prisoners. We expect everybody to treat each other with respect and we work hard to generate a sense of hope. People with higher levels of hope have been found to perform better at work, have more goals, be more successful in achieving their goals, be less distressed, happier, better at coping in difficult situations and generally feel more satisfied. The culture is supportive and staff are committed to help prisoners by making the best use of opportunities to motivate and enable them to make positive changes in their lives, encouraging them to develop skills and participate in rehabilitative activities.

We strive to engage every prisoner in our positive prison culture and encourage a whole prison approach towards making changes that are driven by our community. We have PCC Wing Representatives who together with staff work collaboratively to improve issues that affect them within the prison. By working together we break down barriers and create a safe and positive culture for all.

The Key Worker role presents a pivotal opportunity to raise awareness on the importance of family ties in relation to offending and of how adaptive relationships are considered crucial to desistance. The family & significant others strategy would assist in promoting and embedding 'family' as an intervention and support to key workers by sign posting them to the relevant support on offer at HMP Frankland.

Offender Management in Custody

HMP Frankland Offender Management Unit (OMU) recognise the importance of family and significant other relationships and the support, encouragement and hope that such relationships can offer to prisoners. The Offender Management Unit (OMU) is responsible for ensuring that each prisoner has a thorough risk and need assessment and a Sentence Plan identifying targets that they can achieve to demonstrate risk and harm reduction. The Offender Assessment System (OASys) is used by the Prison Service and National Probation Service for recording the assessment of the risks posed by, and needs of each prisoner. This assessment is completed by a trained Prison Offender Manager (POM- either a qualified Probation Officer or a Prison Officer) who manages the prisoner through their sentence. The OASYS assessment supports the POM in managing the sentence, in custody (and in the community following release from custody) and is used to:

Assess how likely a prisoner is to be reconvicted;

Identify and assess specific offending-related needs (this includes analysing what motivated the offending behaviour, education/ employment and training needs, financial factors, drug and alcohol issues, relationships, lifestyle and associates, emotional well-



being, thinking and behaviour and attitudes). Assessors also consider within each of these 'need' areas what an individual's 'strengths' and protective factors are, these are the factors that could assist and motivate that person to desist from further offending or harm in the future. This includes thorough consideration of an individual's relationships with family members, significant others, intimate partners and children.

The OMU/ POM contribute to public protection and child and adult safeguarding risk assessments and decisions related to prisoners relationships. Where it is appropriate and safe to do so OMU staff are committed to ensuring that prisoners relationships with family and significant others are supported, maintained and encouraged.

indicate the offender's Risk of Serious Harm (this includes the risk to the general public, children, known adults, staff, other prisoners and the risk the prisoner may present to themselves);

Assist with the management of the offender's Risk of Serious Harm; and

link the assessment of needs and risk to a Sentence Plan and individual targets for the prisoner to focus on and achieve during their sentence. Prisoners are actively encouraged to engage in the OASYS risk assessment, sentence planning and review process to demonstrate their understanding, willingness and ability to change and ultimately show that they have taken steps to reduce their risk of causing serious harm.

Visits and additional family services at Frankland

HMP Frankland has a diverse visiting hall complex. The main hall is large with fixed seating of up to 21 regular tables and chairs, whilst we also have a High Risk visits room and separation centre room.

There is sufficient staff resource in place and management of that resource to ensure that families have support on their visit to the establishment and that we see these visits as an operational priority.

Nepacs at HMP Frankland endeavours to provide a free, accessible and confidential support and information service for visitors while they wait. They provide a range of services to support families, including visitors' centre services, play areas, refreshments in the visitors centre and visits hall, family support and youth project.

At the Visitors' Centre you will be able to:

- Wait until your visit is due
- Buy refreshments
- Receive information about changes to visiting arrangements



- Receive information about financial help available under the assisted prison visits scheme, and other organisations and groups which may be able to offer help and support
- Discuss any worries you may have in confidence
- Use the play area to entertain young children and use the youth room at weekends and school holidays (12noon to 2.30pm)

Family Services also help with Prison Visits (HWPV) that can help with funding to support eligible family and significant others to gain assistance when visiting loved ones in custody.

Visitor centre staff and NEPACs are aware of the HWPV scheme and will provide information and support to families and friends.

The Nepacs' family support worker works with families, prisoners and services in the community. Their main aim is to help prisoners maintain or re-establish contact with their family or significant others during their sentence.

The Nepacs' youth project offers a range of opportunities for young people (age 8 to 18 years) visiting HMP Frankland, including: a youth zone in the visitors centre; one to one support from trained youth workers and age-appropriate activities during visits; and external trips and residential trips to build peer bonds and respite for families.

Family Days: Family days are available as both adults only or with children.

These days are more relaxed and take place at regular intervals throughout the year. These days include eating lunch together, games, and quizzes. By engaging in these activities, the family bond is developed and strengthened.

These days are open to men who have been cleared through Public Protection and Security. These visits are additional to the standard visiting orders.

Family Learning – Milton Keynes college and Durham county council attend the family day visits and support them through a range of fun activities such as reading together and creating social enterprise products that the children get to take home. Other services within the prison such as DART and psychology also attend.



Accumulated visits are available for individuals meeting the criteria, these can be taken at Frankland or at an establishment nearer to home, based on age, security classification, and gender.

Social visits are available to all residents at Frankland. If an individual does not receive social visits, and they have close relatives living abroad, then they are eligible to apply for a free five minute phone call each month to ensure that family relationships are maintained.

In cell telephones and digital video calls also support family and friends to maintain contact.

Cafcass (the Children and Family Court Advisory and Support Service)

At Frankland we work alongside Cafcass to ensure safeguards and promote the welfare of children in family law proceedings.

Cafcass will make arrangement with the prison to set telephone appointment times in advance, according to the prisoner adviser's availability. Telephone interviews between Cafcass and prisoners will be permitted in line with paragraph 7.1 of PSI 49/2011 - allowing incoming calls from official bodies and the Courts.

Domestic visits operate at the following times.

Day	Session Time
Tuesday to Sunday	14:00 – 16:15

Information for these visits are communicated and displayed with the visitor's centre and residential wings and how to apply for these visits.

Booking line Telephone number : 0191 376 5048

The booking line is open Monday to Friday, 9am to midday

There is information about the prison available to families online at WWW.Justice.gov.uk/contacts/prison-finder/Frankland



Education, Skills, and Work

Prisoners are encouraged to develop and improve their academic skills and there is a wide provision of academic courses, from basic emergent readers to level three qualifications including Open University which offers a range of courses at a higher level which includes masters and PHD learners. Frankland hold events to celebrate their success and encourage prisoner's families to celebrate with them, these events will enable prisoners, staff, and families to engage with each other in a relaxed environment where the open university attend to hold a degree ceremony with a buffet and photos are taken.

Substance misuse

A prisoner may be identified as having a substance misuse problem at any stage of his sentence. At HMP Frankland we employ a multi-disciplinary approach whereby prison staff work with partner organisations to ensure that every prisoner who is currently using or has a history of substance misuse is identified and is offered appropriate treatment, support and guidance with the permission of the individual then DART will include and involve Family members. Drug and Alcohol Recovery Team (DART) worker. The DART team offer harm reduction advice and information as well as a number of interventions to address substance misuse. The DART team celebrate success with the mentors and service users. Family information is also given at induction stage to all new receptions including Nepacs & DART leaflets.

Healthcare

HMP Frankland's aim is to provide prisoners with access to the same range and quality of services as the general public. Through contact with community health providers, health care staff are able to identify appropriate referral routes for individual prisoners, aimed at maintaining continuity of health care throughout custody and on release.

Frankland provide a Mental Health In Reach team who support those prisoners who are identified as needing that support service, and where necessary and appropriate Families are included in that support.

Chaplaincy

Chaplains and members of other faith communities provide a valuable link with the wider community and are available to offer advice and support families as well as prisoners during visits to the prison. Links with the nationwide network of churches and other faith communities can be used on release to support successful resettlement. In addition to the



general help available prisoners can arrange to have an interview with a chaplain to discuss individual needs on a one to one basis to further support successful resettlement.

Safer Custody Team

For a variety of reasons, there are periods in a prisoner's sentence when they can become a heightened risk of suicide and self-harm. Involvement and engagement with the prisoner's family can be useful in helping to support the prisoner through their crisis period.

The Safer Custody team also manage and monitor the Safeguard hotline. This 24hr service provides families/friends with the ability to leave a message for a member of the Safer Custody team, about any prisoner they have safeguarding concerns about. Following receipt of this phone call, the ECR / Safer custody team will assess and provide all necessary support to the prisoner. This may involve further follow up conversations with the families / friends in order to get the necessary support and action. Family members will receive feedback subject to the consent of the man concerned.

Safer Custody Hotline

If you have concerns about the safety or wellbeing of a prisoner at Frankland prison that are not an immediate concern, call the safer custody hotline on 0800 0320079. It is free to call 24 hours a day.

Families can leave a message giving as many details as possible including the prisoners name, prisoner number and what wing they are located on if you know it. If you wish, you can leave your own details and a contact number so the prison can give you feedback, if appropriate.

If you have a concern that there is an imminent risk of danger to a person in our care and you wish to speak to a member of staff to raise this concern, then you can call the switchboard: 0191 3765000

The member of staff answering the phone will not be able to discuss the prisoner in our care, however; they will immediately pass your concern onto a senior member of staff to action. We aim to address any issues raised on the call immediately and will let you know what the outcome is.



You can also read more information about safer custody concerns on the Prisoners Families website [advice and helplines for family and friends](#) and HMP Frankland.Gov.uk website.

Public Protection

HMP Frankland recognises that Public Protection is one of the core functions of HMPPS and the MOJ. Public Protection is at the forefront of all that we do and is the responsibility of all staff.

The Public Protection Operational Team will discuss an individual were required and subject to risk, this approach is built on clear communication between all departments of the establishment as well as partner agencies.

On occasions this risk will be to children or named adults who may be from the prisoner's family. This information will determine the ways in which family support can be access by the prisoner.

Safeguarding of children is a priority and depending on the level of risk level a prisoner poses to children, will determine the level of contact they can have with children whilst in custody.

The Future

The following actions will be part of the live action plan which will be reviewed at the Reducing Reoffending Meeting.

- Visitors voice will take place on 23rd of May. August & November. They will be attended by the Head of Operations, and representatives from other areas of the prison may be requested, for example Nepacs, Security or Safer Custody. All visitors are welcome to attend and contribute ideas to improve current practices or concerns.
- Visits experience will be discussed monthly at the Prisoner Consultative meeting as an agenda item, so prisoners have a chance to contribute and get feedback on the action plan.
- Meetings with NEPACs will take place every 6 weeks to review the Visits Contract and service delivery.
- A Visitor Survey will be carried out every 6 months. (April & November) to identify opportunities to improve our families' provision.
- Support Young Adults (YA's) in our care at HMP Frankland through an ongoing action plan with relevant stakeholders.



THE VISITOR JOURNEY TO VISITS AT FRANKLAND

On arrival at Frankland visitors and families can enjoy a relaxed environment in the Visitors Centre whilst for their visit to take place.

Regular surveys are developed to allow feedback to be received on how we can improve the visits experience, not only for family visits but, also for regular visits. This ensures that we are remaining focused on continuous improvement in this area.

Visitors centre.

There is a visitors' centre run by Nepacs. The centre is open on visiting days from 11:30 to 16:15.



VISITORS CENTRE





VISITS CENTRE TEA BAR



VISITS ROOM TEA BAR



Children's play areas



Comfortable Environment for the social visit

The below pictures show our main visits room and the seating arrangements currently used.

