

HMP Northumberland



Family and Significant Other Strategy

January 2025

HMP NORTHUMBERLAND

Inspiring Positive Change

sodexo
GOVERNMENT

HMP NORTHUMBERLAND

Inspiring Positive Change

“My report is not sentimental about prisoners’ families, as if they can, simply by their presence, alchemise a disposition to commit crime into one that is law abiding.”

“However, 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.

**(Importance of strengthening prisoners' family ties to prevent reoffending and reduce intergenerational crime”
Lord Farmer, August 2017)**

Head of Reducing Reoffending message

As the new lead for family and significant others provision at HMP Northumberland, I recognise many of the men in our care have families, including children, who depend on them and that the impact of imprisonment is felt by everyone, including families and significant others.

We are proud of our long-standing relationships with specialist partners, such as Nepacs, a northeast charity which aims to promote a positive future for people who have been affected by adverse situations in their lives. I look forward to widening this work in the future and ensuring it is promoted and accessed by those who need it.

I recognise that some prisoners at HMP Northumberland do not have the support of their family and significant others and may need help to rebuild ties. We will continue to develop our identification and range of support for these prisoners in 2025. For example, through the use of AIM (Alert, Intervene, Monitor). AIM enables us to identify who is not in touch with their family and significant others so targeted support can be offered such as, for example, support to access Purple Visits (video calls).

Our work with those who have experienced care has also improved and will continue to develop moving forward. We have worked closely with our other Sodexo prisons to develop a Charter of minimum standards and identified a champion for this work – Rachael Henderson, Head of Programmes. Lee Potts, Front of House Manager, has also recently been appointed as a Family and Significant Other Champion. As well as supporting family day events, Lee oversees all visits provision and support.

I am committed to continue responding proactively to prisoner and visitor surveys and research recommendations that recognise the positive impact for reducing reoffending that comes from positive social connections. In January 2025 a visitors survey took place and over 60 responses were received.

Thank you for taking the time to read our Strategy.

Suzanne Henderson

Head of Reducing Reoffending / Family and Significant Others lead

Aims of the strategy

1. To reduce the risk of reoffending by ensuring relationships are not only maintained but strengthened by continued contact and a feeling of purpose while in custody.
2. To help prisoners forge a new identity for themselves, which is an important precursor to desist from crime, based on being a good role model to their children and families.
3. To engage partners, parents and families who also need support, not just because of their key role they can play in rehabilitation, but also because of the hidden sentence they are serving.
4. To understand that 'good' family contact has an important role to play, not only in supporting prisoners whilst they are in custody but also supporting their rehabilitation after release.
5. To reduce the risk of intergenerational offending.
6. To recognise and understand the unique needs of our diverse population such as foreign nationals, care experienced, people convicted of sexual offences, people on indeterminate sentences and those far from home to provide a bespoke service.
7. To outline the provisions and interventions that HMP Northumberland offers to both prisoners and families alike and to provide a framework that is dynamic. This will lead to improving outcomes and informing future developments and improvements to ensure that family engagement works for all prisoners within HMP Northumberland.

In summary, this strategy will contribute towards improving outcomes for children of offenders, improving wellbeing for the whole family, reducing the risk of re-offending, and improving awareness and access towards key issues regarding family support.

Our Population

HMP Northumberland is complex and diverse but we are proud to cater for everyone's needs. The demographic information below is accurate as of January 2025. These demographics change daily but will still be proportionally representative of the population.

Demographic and Sentence Information

Figure 1

Age of population

It is important to recognise that due to the age of population, there is an increased chance that those in HMP Northumberland will be parents and or grandparents. The impact of this is that the family pathways work will be relevant to a large proportion of the population.

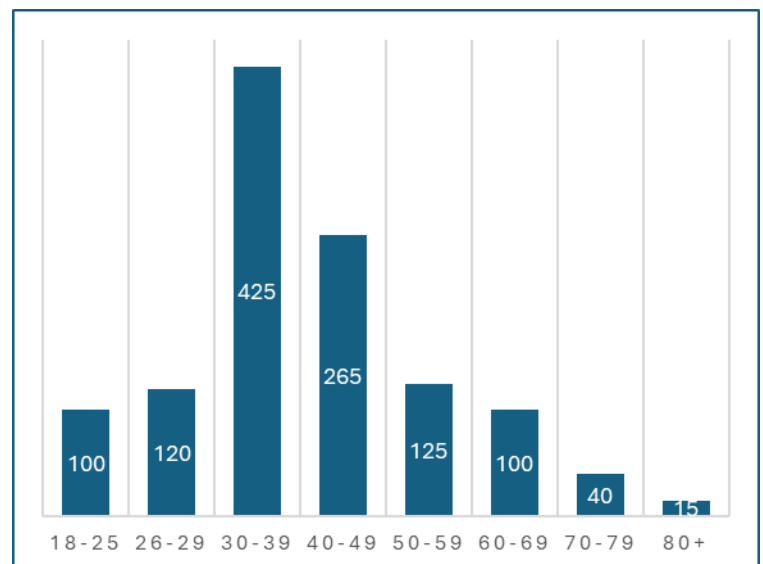


Figure 2
Ethnicity of population

<u>Ethnicity</u>	<u>Number</u>
Asian/Asian British: Any Other Back-ground	20
Asian/Asian British: Bangladeshi	5
Asian/Asian British: Indian	5
Asian/Asian British: Pakistani	5
Black/Black British: African	15
Black/Black British: Any Other Back-ground	10
Black/Black British: Caribbean	5
Mixed: Any Other Background	5
Mixed: White and Asian	5
Other: Any Other Background	5
White: Any Other Background	20
White: English, Welsh, Scottish, Northern Irish or British	1075
White: Gypsy or Irish Traveller	15

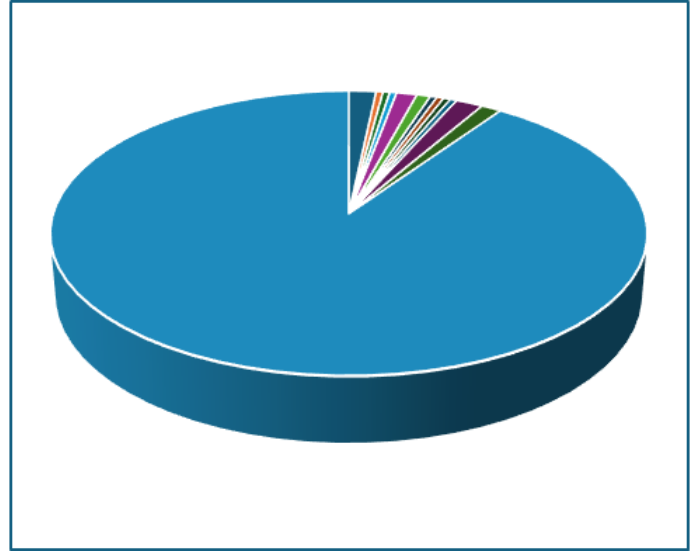


Figure 3
Population Home area

Our recent visitors survey identified that around two-thirds of visitors travelled over 26 miles by car to visit the prison and their travel time was over one hour.

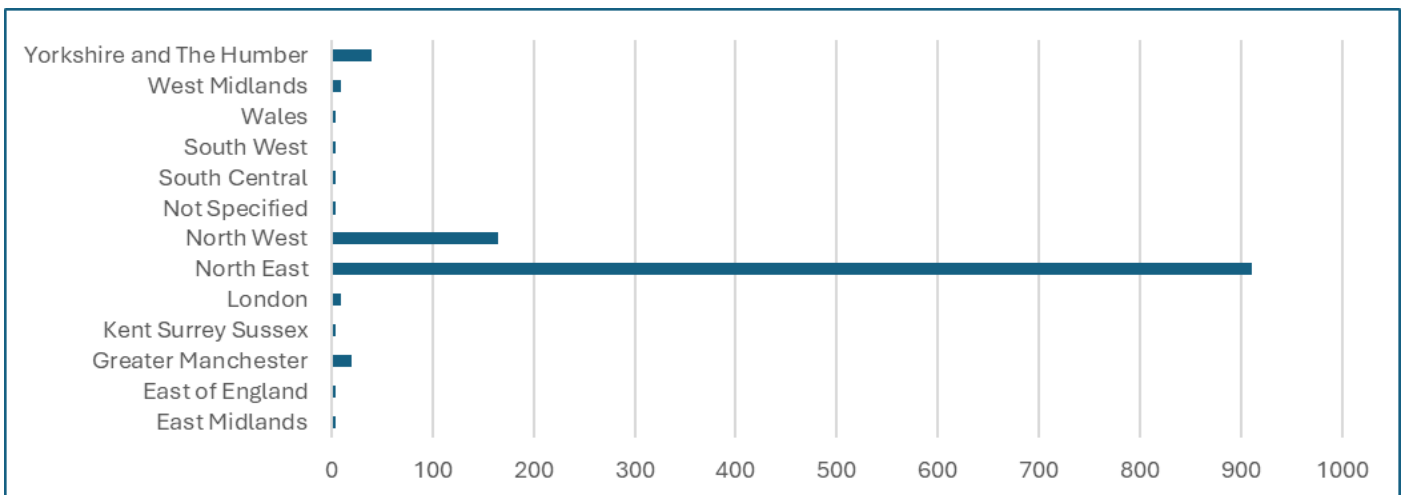
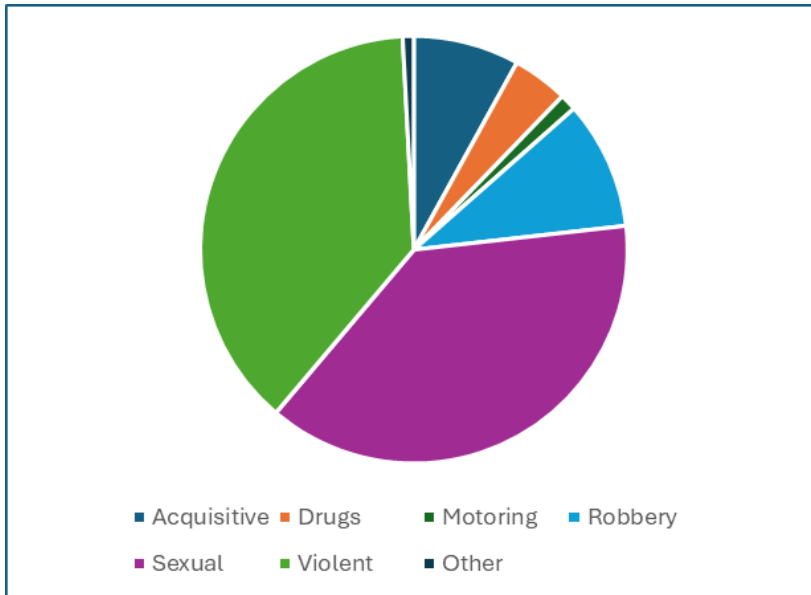


Figure 4**Offence type of population**

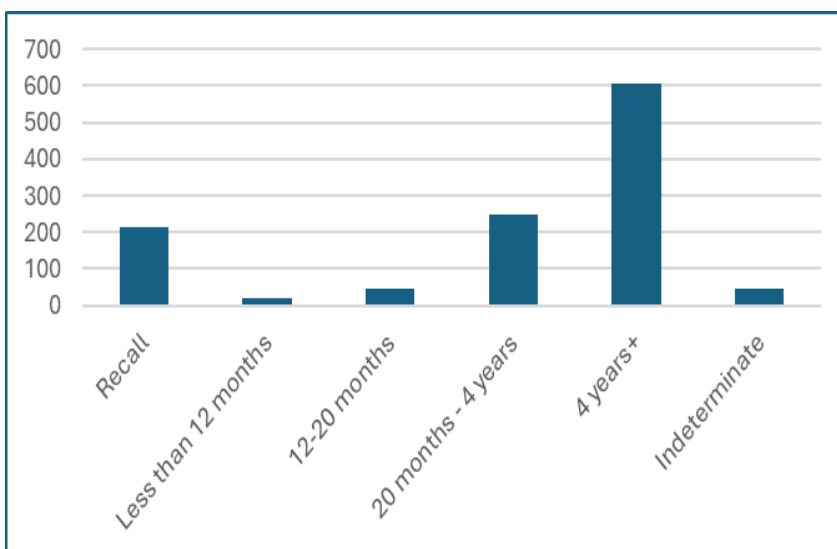
The offence type is relevant due to the high proportion of people with a sexual conviction. This can impact the number of people who may not have family contact or have restrictions on contact and visits.



<u>Offence Type</u>	<u>Number</u>
Acquisitive	95
Drugs	50
Motoring	15
Robbery	115
Sexual	450
Violent	450
Other	10

Figure 5**Sentence type of population**

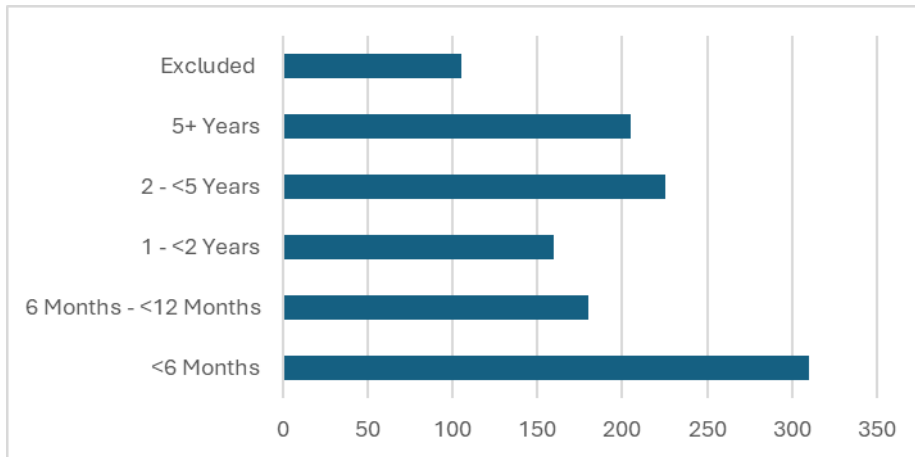
For those serving long sentences, the importance of maintaining family ties may be particularly significant. Families may also be linked to the parole process.



<u>Sentence Type</u>	<u>Number</u>
Recall	215
Less than 12 months	20
12-20 months	45
20 months – 4 years	250
4 years +	605
Indeterminate	45

Figure 6

Time left to serve of population



Time left to serve	Number
<6 months	310
6 - <12 months	180
1 - <2 years	160
2 - <5 years	225
5+ years	205
Excluded	105

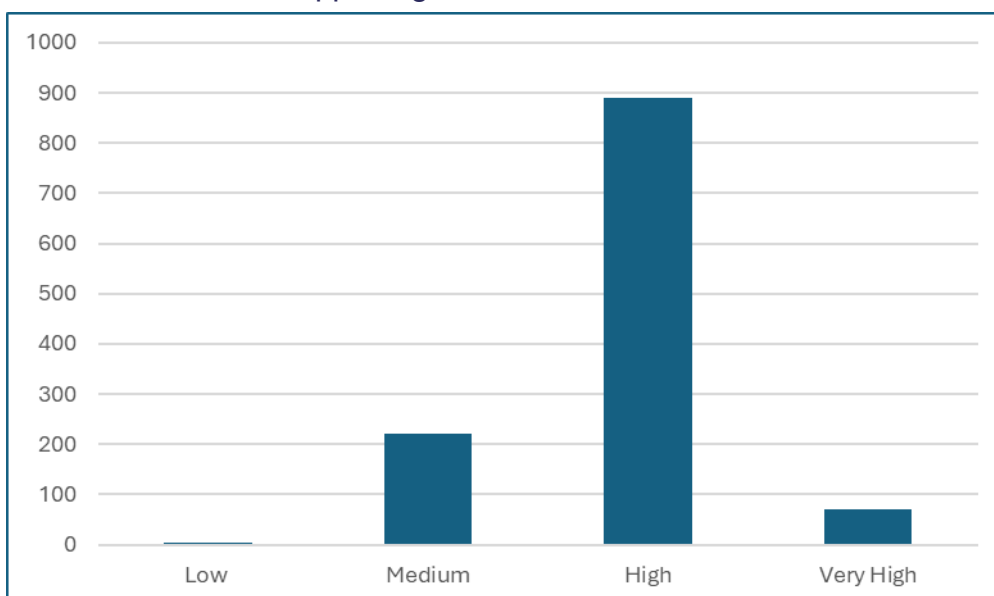
Criminogenic Need

Below shows what people have identified as an area of need that is linked to their offending behaviour, Many prisoners will have more than one criminogenic need.

Criminogenic Need	Number of population	Percentage of population
Accommodation	810	73%
Alcohol Misuse	355	32%
Attitudes	960	86%
Drug Misuse	500	45%
ETE	695	63%
Lifestyles Associates	950	86%
Relationships	935	84%
Thinking Behaviour	975	88%

Figure 7

Risk of Serious Harm (RoSH) of population. This relates to the likelihood of a life threatening and/or traumatic event happening.



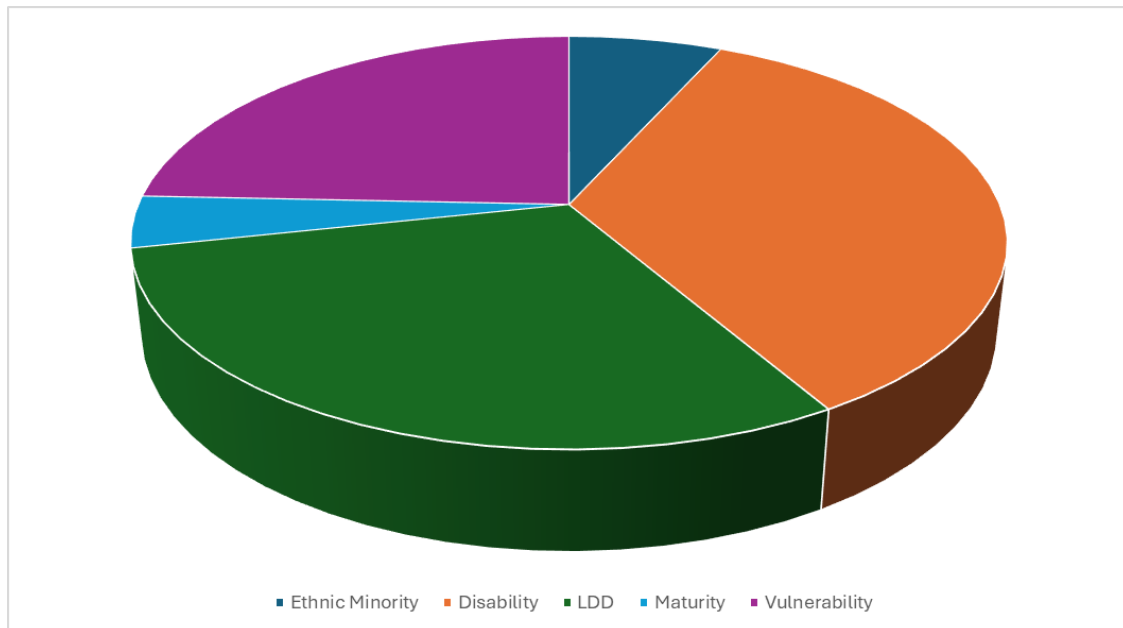
RoSH	Number
Low	5
Medium	220
High	890
Very High	70

Diversity, Equality, and Inclusion

Figure 8

Diversity, Equality, and Inclusion of population

People may fall into more than one category e.g. ethnic minority with a disability



<u>Characteristic</u>	<u>Number</u>	<u>Percentage</u>
Ethnic Minority	100	9%
Disability	515	46%
LDD	445	40%
Maturity	60	5%
Vulnerability	360	32%

What success looks like

- Reduction in the number of prisoners who do not maintain contact with the outside world whilst in custody.
- Breaking the cycle and seeing a reduction in the number of children of prisoners entering the prison system themselves
- Fathers and grandfathers have a voice which informs our wider strategy.
- Reduction in levels of violence and self-harm.
- More prisoners return to their family home on release and continue to receive support.
- Colleagues understand the needs of men who are fathers and grandfathers and are confident to discuss this with men.
- Men with children over the age of 18 are not excluded from our strategy and continue to receive support.
- Care Experienced re-establish contact with their Personal Advisor in the community and access relevant services and support while in custody and on release.
- We understand that contact with family members may not be appropriate and not beneficial to either the prisoner or their relative.

Our Services

The judicial process can be complicated and stressful, with families and their loved ones coping with the uncertainties and fears of a potential prison sentence often for a lengthy period of time. Some families may already be working with a range of community services, which following a custodial sentence will either continue or caseloads handed over to alternative providers. Families and their loved ones will need information about what happens next, support through the process, and signposting to facilities and services that can help.

In HMP Northumberland we offer specialist family support services through our partner organisations Nepacs and WayThrough.

Nepacs

Nepacs is a North East charity which aims to promote a positive future for prisoners, offenders and their relatives by supporting family ties at every stage of the criminal justice system.

Nepacs supports people when a loved one is sent to custody in those anxious early days when visiting prison remains a mysterious and daunting prospect. Much of their work is delivered by volunteers, who bring energy, warmth and friendship, and offer reassurance in the most challenging of circumstances.

The charity is also concerned about the damaging impact of a prison sentence on the families of prisoners themselves and seeks to limit this through informal support and signposting for help with finance, childcare and health issues. After all, the families haven't committed the crime, but they, especially the children, are greatly affected by the punishment.

Nepacs offers support at Newcastle, Teesside and Durham Crown Courts, where staff and volunteers provide relevant and up-to-date information on prison visits, ID, booking lines and maintaining contact with family members. A telephone service, which provides ongoing short term support to families, seeking to alleviate worries and anxiety at a time when family members are trying to cope with their changing circumstances and navigating their way through the criminal justice system.

Useful numbers are listed at the end of this document.

WayThrough

WayThrough (previously HumanKind) provide drug and alcohol support to people in HMP Northumberland, including a specialist family support worker. They will work with the families for those engaging in DART (Drug and Alcohol Recovery Team) as well as delivering direct interventions to the prisoners.

On 1st October 2024, Humankind and the Richmond Fellowship combined to form a new charity, Waythrough, who are specialists in mental health and drug and alcohol related areas.

Visitors Centre

The visitors centre in HMP Northumberland is managed by Nepacs. This is the first point of contact for families and friends who are visiting their loved one. As well as being a visitors centre, it also hosts a departure lounge. Nepacs work with staff from the Offender Management Unit to provide a "Departure Lounge" facility in the Visits Centre which is external to the prison. It offers a place where people being released can meet their families, use the tea bar and contact relevant agencies, making a positive start with meeting their licence conditions.

Prisoners are also offered clothing and toiletries packs as well as being given advice around public transport if they are not being met by family or friends.

The centre offers;

- A wide range of information and advice for visitors
- The opportunity to put families in touch with the Family Support team based in the prison.
- A welcoming environment for first time visitors to the prison, offering a tea bar and friendly face to people who may understandably have anxieties, concerns and fears.
- Children's play area
- Space for families to wait for loved ones
- A space for people who are released to come and meet family members
- Toilets and baby changing facilities



Nepacs successfully raised the finance in order to provide the play area, accessible just outside of the Visitors Centre. This can be used by visitors and families and friends who come to meet loved ones from the Departure Lounge.

Recommendations for 2025

- Increased joint working with prison teams to increase utilisation of the Departure Lounge
- Departure Lounge staff to form key members of the Resettlement Board. The Resettlement Board offer joint working and information sharing to support people within 12 weeks of release
- 2 x annual open days to invite community services to increase their knowledge of what the Departure Lounge and wider prisons can offer for family support

Early days in HMP Northumberland

Prisoners transferred to HMP Northumberland are initially located onto an induction House Block where they are informed about the prison regime, how to access key services such as healthcare and personal finances, as well as the employment, education and offending behaviour opportunities that are available to them. Staff will deal with immediate concerns and assist with any initial problems such as family contact, visits or restrictions that may have been imposed by the courts. One of the most important components of the induction process is showing prisoners how to book a visit and ensuring that they can make telephone calls to friends and family. Induction staff will also signpost to other agencies and programmes that may be beneficial during the early stage of custody.

Recommendations

- Implementation of Fresh start, an induction week held on education where prisoners speak to specialist departments to learn more about what is available
- Increase partnership working opportunities through a collaborative approach to Fresh Start

Drug and Alcohol Support

Whilst on induction, all prisoners will be seen by a member of the Drug and Alcohol Recovery Team (DART). Services are delivered through one-to-one and group work and cover topics such as drug and alcohol awareness, relapse prevention, harm minimisation (including overdose advice and testing for blood borne viruses), healthy living skills and relaxation techniques.

The DART family worker provides a link to the family and local community, involving them in programme reviews, one-to-one family work and covers the impact of family on substance use as well as the impact substance use has on the family. The family worker can be involved in CafCASS interviews, child protection, mediation and visiting the family as part of social visits.

DART offers nasal Naloxone training to family members of those with substance misuse issues as well as nasal Naloxone being available to prisoners and family. This contributes to the management of overdose risks and raises the awareness to families on the importance of Naloxone whilst providing reassurance on its use.

Recommendations for 2025

- Partnership working across family pathways, reducing re-offending and the drug and alcohol strategy
- WayThrough staff to be embedded within the wider prison with representation at meetings and involvement with prisoner related discussions
- Continued roll out of nasal Naloxone and support to families on overdose awareness

Chaplaincy

During the induction process prisoners will also meet one of the chaplaincy team. The chaplaincy at HMP Northumberland is an ecumenical provision which, as well as catering for the needs of all faiths, provides pastoral care for both prisoners and staff. Prison Chaplains can provide valuable personalised support to prisoners, and will often be able to facilitate help with maintaining family ties and links into other community and faith-based support networks.

Chaplaincy offer support to prisoners and families on significant occasions.

Weddings can be held in HMP Northumberland where family and significant others are invited to be part of the celebration

On the sad occasions where a person passes away in prison or a prisoner has a family member of end of life care, Chaplaincy are able to offer support.

Memorial services are held if a person passes away in custody where family members are invited to attend along with other prisoners. Families have reported it was comforting to hear positive stories about their family members from peers and staff.

If a prisoner is unable to attend a funeral, a candle service will be held to enable prisoners to say their goodbyes. It can also be arranged for prisoners to be escorted to hospital to say good bye to loved ones when on end of life care.



Phil Longhurst
Managing Chaplain



Angel Tree

The Chaplaincy team at HMP Northumberland continues to deliver pastoral care throughout the custodial period and provides support with breaking bad news and funeral/dying relative issues as well as linking with other prisons if a prisoner is transferred. Chaplaincy manages the Prison Visitors service which provides friendly volunteers to visit prisoners who are unable to benefit from social visits, and the team also co-ordinates the Angel Tree programme each Christmas. The festive period is especially difficult for prisoners and their children, and Angel Tree lessens the devastation experienced as a result of parental absence by not only helping families connect and build relationships, but by providing children with much needed joy. Local Prison Fellowship volunteers work with churches and prison chaplains to buy, wrap and deliver the presents. As long as prisoners are allowed access to their children, they are given the opportunity to apply for a gift to be sent to them. Each gift is dispatched as though it is from the parent in prison and is accompanied by a personal message written by the parent for their child to make the gift extra special. The parent is also given the option of including an age-appropriate Christian story book in their child's gift.

www.prisonfellowship.org/campaigns/angel-tree-christmas

Recommendations

- Develop the offer from NAOUP for increased numbers of volunteers entering the establishment to see prisoners who don't receive visits
- Joint approach with Chaplaincy to link with community support for Every Contact Matters days and IPP and lifer days

Nepacs Family Support

As well as the services provided in visits, Nepacs employs a dedicated Family Support Team to work with prisoners throughout the whole establishment who are experiencing problems with family ties or are concerned about the impact of their sentence on their loved ones. The team provides practical support to prisoners and their families with issues such as negotiating child contact, local authority care and adoption proceedings, liaison with children's services and schools, support with family court proceedings and building/maintaining family ties.



Nepacs Community Youth Project which brings together children who may feel unable to discuss their experiences at school or with friends to create a support network via one-to-one support, trips out and youth zones.

Nepcas Re-Settle

The Nepacs re-settle project works with prisoners who have been convicted of sexual harm. Support is offered prior to and two weeks post release. This includes close work with prisoners families as part of a resettlement plan.

Recommendations

- Re-introduce visitor voice peers within the establishment
- Embedded partnership working across the establishment with representation at meetings across all levels and functions

- Increase frequency of “every contact matters” days for all prisoners

Interventions and Services

Whilst in custody, prisoners may be referred to Programmes if suitable, which will allow them the opportunity to address their offending behaviour and reduce the risk of re-offending in future. HMP Northumberland offers a range of formal accredited interventions, including TSP (Thinking Skills Programme) and Horizon. In autumn 2025, the current programmes are to be replaced with a new Building Choices programmes. It is recognised that not every prisoner is able to complete accredited programmes, either because of the criteria or length of sentence. Further non accredited courses are being developed to support the needs of every prisoner and provide necessary resettlement skills for release.

Recommendations 2025

- The introduction of Building Better Relationships programme
- Specialist support for people on IPP / life sentences
- Delivery of sessions in conjunction with Tyne & Wear Fire Rescue Service around arson awareness and driving courses
- Develop non accredited programmes based on the needs of prisoners to support further risk reduction work and the development of life skills as part of a resettlement package
- Achievement days to be held where families can attend to celebrate the achievements made by prisoners through the completion of programmes, courses and qualifications

Care Experienced

HMP Northumberland have a number of prisoners who are care experienced and have additional rights and needs. There is a care experienced champion and charter across the establishment to support those who are care experienced. The charter demonstrates the commitment across the establishment to supporting those who are care experienced. The champion has direct contact with those prisoners to help them understand their additional right and connect them to appropriate services.



Visits

Social visits, legal vits and purple visits are available at HMP Northumberland. There are 6 legal rooms, 1 video link room, 1 closed visit room and 4 purple visit rooms There are currently 315 social visits available per week. Visit times are;

Wednesday – Friday 1400-1600

Saturday – Sunday 0930-1130 & 1400-1600

HMP Northumberland facilitates social visits in a furnished visits hall with play areas which are run by Nepacs play workers. The prison is sensitive to the balance of security with an atmosphere that is conducive to maintaining family ties, with experienced searching staff who are sensitive to the approach of searching visitors.

As an enhancement to the normal social visits provision, with support from Nepacs we run dedicated family visits with up to 20 prisoners and their children. These visits can have themes such as visits from Santa at Christmas.

Feedback is gained for themes which led to days with animals present and bouncy castles for children. Photos can be taken and bought by prisoners of them with their families as mementos of their visit.

A visitors survey was completed in January 2025 which highlighted the following:

- Around three-quarters of responders stated it was easy to book a visit and that it was easy to book a suitable time
- Around two-thirds of visitors travelled by car and their journey was over 25 miles
- Just over half received support with costs to visit
- 8% stated it was their first visit to HMP Northumberland
- Over three-quarters stated they had somewhere comfortable to wait, staff were helpful and respectful, and searching was completed in a respectful and professional way
- Almost half stated the range of refreshments were good. Some stated they would like more choice including hot options and that the process for purchasing food sometimes results in a shorter visit
- Almost half stated they were unclear about the rules during a visit
- Three-quarters of responders stated visits help them maintain a strong bond
- Around a third stated they, or someone they are visiting, is neurodivergent
- Almost two-thirds stated when visiting with a child, they had to miss school/college to attend

In addition to surveys, feedback can be given any time either directly to the Front of House Manager or Nepacs staff at visits or by writing into the prison for the attention of the Front of House Manager.

Recommendations 2025

- Review and publish schedule for family days ensuring where possible, they take place during school holidays
- Review and improve the visitor experience for neurodivergent visitors
- Improve information on our website for families and significant others, including support with costs and rules during a visit
- Review the options and procedures for refreshments during visits

Purple visits

Purple Visits enables men to have virtual visits for those visitors who struggle to come to HMP Northumberland. Prisoners can book Purple Visits themselves and have regular 30-minute virtual visits. These occur in a designated area that offers privacy, as well as the visits hall.

[Purple Visits Secure video calling from the comfort of your home](#)

Recommendations 2025

- Increase use of Purple Visits function. This will be monitored through data collection around utilisation and is compared to other establishments
- “You said we did” follow up to displays in visit based on survey feedback
- 4 x annual family days across mains and vulnerable prisoner population

- Build pathways with local schools to explore ways fathers to remain involved in their educational progress
- Family gym activities to families to be involved in activities together
- Through working with Care Experience Champions and peers, ensure those with care experience are able to access visits and family days
- Embed the care experienced charter
- Resettlement notice boards to be held on houseblocks containing information around visitors and family support

Every Contact Matters

We are aware that not everybody has friends and family for support which can have huge impact a persons likelihood of further offending on release.

Previous events have run for those identified as not having visitors and events arranged for those men. The events are held in the visits hall so they experience what it is like to have a visit and provide the opportunity to engage with peers, community services and engage in activities to provide additional purposeful activities.

Recommendations 2025

- Additional events across the establishment to meet the needs of prisoners
- Prioritise those who have no family / friends contact as well as those who simply don't have visits
- Attendance from community providers who can provide support into the establishment and on release
- Volunteers to attend as part of the NAOUP project to come and see people who do not have visits

Story Book Dads

As part of the family visit we run "Storybook Dads Live". By sending a bedtime story disc to their children, imprisoned parents can provide comfort and reduce the trauma caused by the forced separation. Doing something positive and tangible for their child increases their self-esteem and belief in themselves as a valued parent.

As reading to children is the most important thing a parent can do to help with their education, the story disc also give imprisoned parents the opportunity to make a positive impact on their children's social and learning outcomes.

For many families, these story discs are a lifeline, helping to heal rifts and enabling imprisoned parents to maintain or build vital relationships with their children. Prisoners that keep in contact with their families are up to 6 times less likely to re-offend.

www.storybookdads.org.uk



Recommendations 2025

- Run 2 x annual Story Book dads promotions

Harm Reduction, Safer Custody and Safer Prisons Line

We understand the concerns that families outside may have and the limitations on contacting their loved ones. The prison offers a Safer Prisons Line, which families may use to let us know about any concerns they may have about their loved one. The call is routed to a voice mail service that is checked at least twice every day with concerns immediately forwarded to the appropriate manager so that they can be acted upon. www.hmpnorthumberland.co.uk/home/contact-us or telephone 01670 383 713.

If an individual is struggling to cope and it is felt that the direct intervention of family members could be beneficial, we can facilitate individual visits which take place outside of visits hours. Concerns raised are regularly reviewed and inform wider practice.

Recommendations 2025

- Embed the use of AIM to identify early risk indicators in relation to isolation. AIM stands for Alert, Intervene, Monitor and is a tool that can be used to identify where a person's risks may have increased so targeted specific support can be offered
- Streamline process to communications between the Multi-Disciplinary Team meetings and resettlement board processes. These processes are a mechanism of information sharing and joint working for people involved in a prisoners care

Pre-Release

As prisoners enter the last six months of their custodial sentence it is vital that plans are made to reduce the possibility of a return to offending, whilst being sensitive to the needs of the family and other relationships whose situations may have changed during the period of absence. During this time issues such as housing, licence conditions, training and employment opportunities need to be considered.

Pre-release support

In the final 12 weeks prior to the end of sentence the Probation led Pre release team at HMP Northumberland will complete a Basic Custody Screening (BCST2) Part 2 interview that will address resettlement needs including: Accommodation, Financial Management and Income (including benefits), Debt, Education and Training, Employment, Substance Misuse, Mental Health and Emotional Wellbeing, Health and disabilities, Thinking Behaviour and Attitudes, Ex Service Personnel Support, Support for Sex Workers and Support for victims of Domestic Abuse. Information, advice and guidance will be offered to all. Where appropriate, referrals will be made to dedicated support services in custody and for local cases referrals will be made to local Commissioned Rehabilitative Service Partners (CRS) in the community to continue this work and support. For out of area cases, recommendations for referrals will be made via the pre-release plan to the Community Offender Manager (COM) or responsible officer in the community to action.



Commissioned Rehabilitative Service Providers (CRS):

The Probation service work with those released from custody on licence, and support prisoners as they reintegrate back into the communities from which they came. Northumbria Probation Service uses a desistance-based approach to rehabilitation, which is designed to give every ex-prisoner the opportunity to lead an offending free lifestyle. By employing a strength-based model the Offender Management and Probation team work to support ex-prisoners through formal supervision which uses tailored interventions designed to help them avoid further offending. The CRS Teams - Ingeus, Thirteen and WISE, at HMP Northumberland - work with the Probation service to provide practical help to all ex-prisoners to secure accommodation, employment and access to recovery services, as well as many other types of support. Nepacs are also able to offer support once offenders are released on licence back into the community.

Recommendations 2025

- Strengthen partnership working for people pre-release to ensure robust resettlement and pre-release plans are in place. Family support may be included in this plan
- The introduction of resettlement boards. This supports the identification of need around family support and ensure necessary referrals have been made where required
- Strategic oversight via the reducing re-offending group to ensure delivery considers the need of family support
- Regular partnership meetings including family support providers
- Resettlement markets and promote community family support options
- Stronger links with housing providers and meeting the needs of prisoners and their families

Key work

Key work plays a vital role in the health, safety and wellbeing of prisoners. It gives prisoners an opportunity to speak regularly to a familiar and friendly face to discuss how they are and any needs that may arise. Family contact will often be discussed in key work sessions and provides an opportunity to identify if any changes in behaviour may be linked to issues with the family, it also provides a mechanism to safeguard families where contact should not be made.

Where a concern is raised, it enables key workers to make referrals for family support, raise an ACCT (Assessment, Care in Custody and Teamwork) to support a prisoner who may be struggling with their mental wellbeing, refer for Multi-Disciplinary Team meeting or take any other required action to support a person's wellbeing.

Recommendation 2025

- Continued progression of key work targets. The completion of key work is strongly linked with increase wellbeing and development and provides the opportunity for prisoners to raise concerns or ask questions around family contact
- Joint working with Keywork managers, Offender Management Units and Programmes to ensure needs are met around family contact and any restrictions to contact with family members is understood

Prisoners at risk of self-harm/suicide

The Safer Prisons team, as well as Nepacs, are often the first point of contact for families and significant others who are concerned for the wellbeing of their loved ones in prison.

Calls and emails received via the HMP Northumberland Concern Telephone Line / Email system are always handled sensitively and concerns acted upon through close working relationships with our Safer Prisons team. The Nepacs team, where appropriate, are invited to attend case management reviews.

Additional information

Safeguarding

It is acknowledged the importance of ensuring prisoners, families and children are protected for any potential risks and concerns. The Offender Management Unit and Public Protection Teams work closely to ensure that all necessary steps are in place for the safety and wellbeing of everyone in the establishment and local communities.

HMIP

His Majesties Inspector of Prisons (HMIP) will complete inspections of the establishment to ensure the service is being delivered to the standards expected. The focus of HMIP is to ensure the needs of prisoners are being met. Family support is included in the areas of inspection. We take family pathways and the importance of the involvement of families very seriously.

[Expectations – HM Inspectorate of Prisons](#)

Useful contacts

Nepacs

Freephone 0800 0121539

Email support@nepacs.co.uk

Text 07983 437457

Care Experienced FaSO Champion

Lee Potts—Front of House Manager

01670 383100

Family Pathways lead

Suzanne Henderson – Head of Reducing
Re-Offending

01670 383100

Care Experienced FaSO Champion

Rachael Henderson – Acting Head of
Programmes

01670 383100

Contacting us by post

HMP Northumberland

Morpeth

Northumberland

01670 383100

Online

You can find further information about HMP Northumberland, including visiting information, on our website:

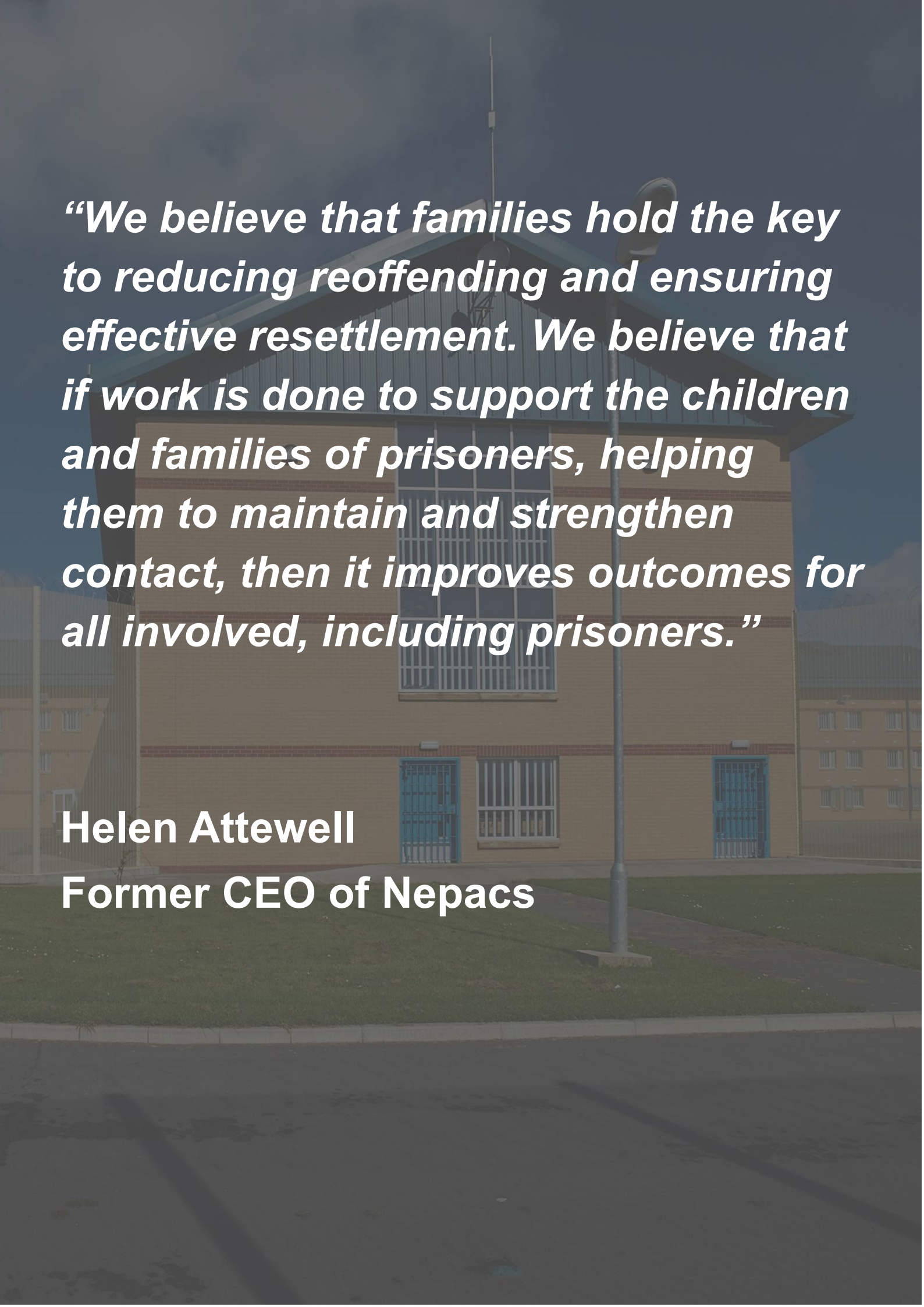
[HMP Northumberland](#)

Or at the Ministry of Justice prison finder website:

[Northumberland Prison - GOV.UK](#)

WayThrough DART

Sally Channock 01670 383541

A photograph of a prison building with a gabled roof and barred windows, overlaid with a quote. The building is a two-story structure with a tan brick facade and a dark gabled roof. A large window with blue metal bars is prominent in the center. Below it, there are two smaller windows, also with blue metal bars. A tall antenna tower is visible on the roof. The foreground shows a paved area and a grassy lawn. The background shows other prison buildings under a clear sky.

“We believe that families hold the key to reducing reoffending and ensuring effective resettlement. We believe that if work is done to support the children and families of prisoners, helping them to maintain and strengthen contact, then it improves outcomes for all involved, including prisoners.”

Helen Attewell

Former CEO of Nepacs

This publication has been printed by prisoners at HMP Northumberland as part of our commitment to provide meaningful work experience and help reduce reoffending

HMP NORTHUMBERLAND

Inspiring Positive Change