



HM Prison &
Probation Service

HMP Channings Wood

Families and Significant Others

Strategy

2022-2024



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Governor Signed: **Huw Sullivan**

Date: 7/1/2022

Family and Significant Other Pathway Lead: **Graham Duncan**

Date: 7/1/2022

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**** COVID Disclaimer****

The following document is aimed at what HMP Channings Wood aims to offer for both Families/Significant others and the people in our care. Due to the COVID 19 Pandemic some services may be affected. We are constantly reviewing what services we can offer when it is safe for staff, prisoners and their loved ones.

Introduction

“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.

“

LORD FARMER REVIEW 2017

At HMP Channings Wood we all have a responsibility to help maintain all positive relationships.

Supporting a person in our care to develop meaningful and constructive relationships with their family or significant others is vitally important, especially considering the distance some families may have to travel to visit their loved ones.

For the purpose of this document, Family is defined as either a relative or significant people that a person in our care identifies as providing a constructive and supportive relationship.

At HMP Channings Wood we want to make visits less daunting, more child friendly and stimulating for all that attend whilst adhering to all security procedures.

HMP Channings Wood is committed to developing new ideas and supporting those who do not have visits to help build or repair relationships or to gain support during and after release.

History

HMP Channings Wood is a male Category C prison in the village of Denbury, Newton Abbot in the county of Devon. It is operated by Her Majesty's Prison Service. It opened in 1974 after originally being owned by the Ministry Of Defence as a training site.

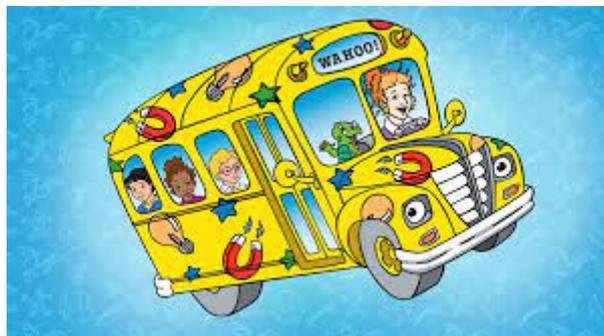
Getting to Channings Wood

By Car- Enter postcode TQ12 6DW into a sat nav to find the establishment. There is a visitor's car park on the first bend at the end of the long drive at the visitor centre.

By Train- The nearest train station is Newton Abbot. The establishment is 4 miles from the train station so you will need to get a taxi. There is a large taxi rank at the train station and will cost approx. £10 to get here.

By Bus- There is a bus stop at the front of the drive to the establishment that leaves from Sherbourne road in Newton Abbot (main bus station) this is a county bus service and information for the service can be found here-

[HTTP://COUNTRYBUSDEVON.CO.UK/176-NEWTON-ABBOT-DENBURY-VIA-OGWELL/](http://countrybusdevon.co.uk/176-Newton-Abbot-Denbury-via-Ogwell/)



Contact Us

Address:

**HMP Channings Wood, Denbury, Newton Abbot, Devon, TQ12
6DW**

General Phone Number:

01803 814600

Visits Booking Line:

01803 812060



Did you know we have a [Twitter](#) account??

Feel free to follow us on [@HMPChanWood](#)

EMERGENCY CONTACT

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:

01803 814600

The member of staff answering the phone will not be able to discuss the person in our care with you but 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.

If you are concerned about the safety or wellbeing of any person in our care at Channings Wood but there is no immediate threat or danger then you can leave an answerphone message for the Safer Custody Team on:

01803 814601

This voicemail service is checked numerous times a day.

Your Visit

To visit someone in HMP Channings Wood:

- You must be on the person's visitor list
- Photographic ID is required
- The lead visitor must 18 or over

Please contact HMP Channings Wood CHOICES team if you have any questions about visit (Contact details are in CHOICES section of this document, Page 9)

Help with the cost of your visit

If you receive certain benefits you might be able to get help with the cost of your visit (Up to 2 claims a month). A form is available for you to fill in when you arrive at the visitors' center. When you enter the visit hall, ask the staff to stamp the form for you. For more information visit www.gov.uk/helpwithprisonvisits

How to book a visit

HMP Channings Wood is running a limited visits schedule due to the current pandemic and strict guidelines must be followed at all times.

You can book your visit by telephone, there is currently no online booking system.

Booking line: 01803 812060
Monday to Friday 10am – 2.30pm

Visiting Times

Wednesday, Friday, Saturday and Sunday from 2.00pm

Choices Family Services



It has long been acknowledged that prisoners who have maintained family ties are far less likely to re-offend. Children and families can play a significant role in supporting prisoners to make and sustain changes, which can improve many outcomes and reduce re-offending.

For many families, relationships are put to the test when a family member goes to prison. Prisoners and their family members/significant others may struggle in many areas such as; how and what to tell the children when their loved one goes to prison - how to tackle financial concerns - how to keep in contact - how to book a visit – how to cope effectively without their loved one at home – how to raise a concern about one another etc. Some families may struggle to discuss their situation with people they know for fear of recrimination. The CHOICES team are on hand to help with all these issues and more.

Prisoner Inductions

CHOICES staff talk to all new prisoners within their first few days of being in HMP Channings Wood offering support for them and their families/significant other, helping them work through any immediate concerns. Information packs are sent to families upon prisoner's request.

Family Conference Meetings

CHOICES recognise the significant role that families/significant other play in the wellbeing of prisoners. Where deemed suitable, CHOICES staff offer prisoners and their family member/significant others the opportunity to attend Family Conference Meetings. These meetings facilitate prisoners and their family members/significant others to identify and discuss possible areas of need, in order to put into place relevant support networks to help reduce the likelihood of re-offending upon release.

Prisoner & Family Support

The Choices team are available to advise, support, provide up-to-date information and act as advocates for prisoners and their families/significant others throughout their time in HMP Channings Wood. Prisoners can request help by asking a staff member to contact the CHOICES team on their behalf or by completing and submitting a General Application Form which are located on the wings.

Play in prison

CHOICES offer supervised play in the play area in the visits hall during visiting times. CHOICES also encourage all children to spend time with their loved ones whilst visiting, providing toys, games and drawing materials for children to use in the play area or at their table with their loved one.

Referrals

Referring prisoners and families onto other professional bodies such as job centres, benefits, housing, drug and alcohol agencies helps enhance the likelihood of successful outcomes. CHOICES aim to ensure that accurate information about relevant support networks are available to all.

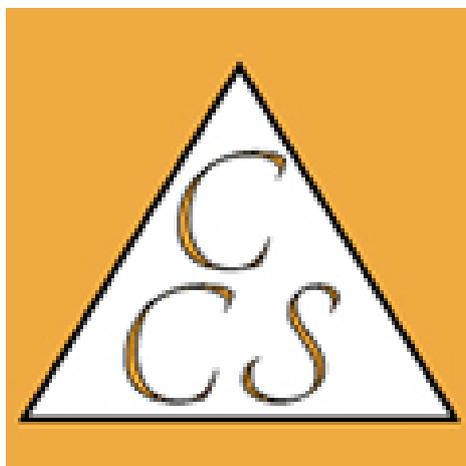
In-Cell Activity Packs

During the various lockdowns, CHOICES provide in-cell family themed activities for prisoners to complete and send out to their children and families. Activities such as card writing, puzzles, crosswords and more. These activity packs are aimed to help prisoners express their thoughts and wishes to their children and families.

For much more information on CHOICES visit <https://choiceshelpsfamilies.org.uk/>

Or Call **01803 814600** Ext: **4893**

If there is no answer feel free to leave a **NON URGENT** voicemail. This voicemail service is **NOT** checked daily.



Choices Family Services

When you arrive at the visitor centre, the CHOICES staff will guide you through the booking in procedure and will best answer any questions you may have.



Family visits take place once per month. There are two types of family visits. **Child Centred Visits (CCVs)** and **Adult Only Visits (AOVs)**. CCVs are held eight times per year and AOVs are held four times per year. The dates for these visits are displayed in the visits centre, visits hall and on the wings. All applications to attend these visits must be made by the prisoner. All applications for these visits are subject to security and OMU approval.

Child Centred Visits – *Dependent on COVID restrictions*

These are designed to help enhance positive interaction between fathers and their child/children. The entire visit is designed with the child/children in mind. Fun-filled activities are available for children of all ages. The Choices team are there to support fathers with their families during these visits.

CCV's are run between the hours of **14:00 – 16:00**. Visitors are advised to arrive at the visits centre between **12:00 – 13:00** hours.

Adult Only Visits – *Dependent on COVID restrictions*

These are designed to help enhance positive interaction between prisoners and their adult family members/significant others.

AOVs are more relaxed than social visits enabling prisoners to spend quality time with their family members/significant others. The Choices team are available to support prisoners and their loved ones during these visits.

Adult Only Visits are run between the hours of **14:00– 16:00**. Visitors are advised to arrive at the visits centre between **12:00 – 13:00** hours.

Staying In Touch



- Secure Video Calling: Prisoners are currently entitled to 2 free video calls a month. These can be requested via the 'Purple Visits' App (which is free to download). Visitors have to download the App and follow the instructions in order to register.
- Phone calls: Prisoners currently have access during their domestics periods at varied times during the week and the weekend.
GOOD NEWS Prisoners will soon have 24 hour access to in-cell telephony. Coming in Spring 2022!!!!
- Letters: Prisoners are entitled to 1 second class letter per week at the expense of the prison. Additional letters may be sent out at the prisoners' expense.
- Email: Family and significant others can email prisoners at the cost of only a 2nd class stamp at www.emailaprisoner.com Once the email is received a member of staff will print it off and will hand it to the prisoner. You can also pay the cost for the prisoner to send a letter back via email.
- Prison Visitors: People in our care who do not have anyone who is able to visit can request to have a volunteer prison visitor who will visit and provide support. This service is offered by the Chaplaincy department.
- Storybook Dads: Prisoners can create a recording of their voice for children and this will be made into a visual storybook DVD for children to keep and watch as a story.
- VO's to phone credit: Prisoners who do not use their visiting orders can choose to convert them into extra pin phone credit to contact their loved ones.
- New Dads: Prisoners who have partners that are pregnant can apply to give their new baby the gift of a quilt. Project Linus UK is a volunteer organisation and they aim to provide a sense of security and comfort to sick and traumatised babies, children and teenagers through the provision of new home made patchwork quilts and knitted blankets.

- **New Dads:** Prisoners who receive a visit from their new born child will be offered the opportunity to have their picture taken with the child during the visit. This service will be provided by the Prison.

- **ROTLS:** HMP Channings Wood is committed to helping our prisoners with resettlement by offering ROTL (Release On Temporary License). We have a range of positions available for employment from local companies in the community. All ROTLS are subject to clearance from The Probation Service and the establishment.

- **Care Leavers:** Following the Children & Social Work Act 2017 (C&SWA 2017)^[1], all young adults defined as Care Leavers can access a PA up until the age of 25. Support can consist of:
 - Relationships & Keeping Safe
 - Accommodation
 - Leisure and Participation
 - Money, Health and wellbeing
 - Education, Employment and Training

Awareness posters have been put in the Living Blocks to inform individuals about this and to contact OMU, their keyworker or the Prison Offender Manager Care Leaver and Young People Lead for further information. Questionnaires are also given to people under the age of 25 years old, to help identify those who may not have declared that they are Care Leavers. Individuals who have already declared that they are Care Leavers, then support will be given to maintain contact with their allocated Personal Advisor from their local authority whilst in custody.



^[1] This only applies to local authorities in England

Future Plans



Our commitment to visitors and people in our care in 2022 and beyond

- In Spring 2022, In-Cell telephones will be installed, which will transform family/significant others ties with the people in our care.
- We plan to add a functional email account where families/significant others can email with any ideas/suggestions to improve the experience of visiting HMP Channings Wood.
- We have recently appointed a Custodial Manager with their sole purpose is to improve the link between families/significant others and the people in our care. Watch this space!
- We are aiming to put together a friends/family council, where we will regularly meet with friends and family to discuss up to date improvements and any areas of concern/improvement. Any feedback from the meetings will be discussed internally within our family/significant other staffing structure.
- We are aiming to install large TV screens in the visits centre and visits hall to be able to keep everyone up to date with important information and any potential actions from family/significant other council meetings.
- We are looking at ways to continue to improve our facilities for children, subject to funding and security clearance. Any ideas would be welcome.
- We are in the process of conducting a huge prison survey where we will be able to identify the needs of the people in our care and what we can do to improve their time at HMP Channings Wood and how to involve their significant others in the journey.
- We are looking at holding a number of days where we celebrate the success of the people in our care. We will invite their families/significant others to the ceremonies after significant course/qualifications have been achieved to be able to celebrate success together.



How will we measure our success?

- By the number of spaces/attendees available for each visit
- By the statistics collated regarding ethnicity, race and cultural attendance on family events
- By listening to prisoners and families through regular forums, recording and sharing comments and feedback
- By feedback in the family comment book and future functional mailbox
- By the variety of family, friends and significant others visits offered
- By collating important data from the people in our care and acting on the information gained

Staffing Structure

Our staffing structure ensures families and significant others work represents an operational priority

