Presented by Lemos&Crane
and PrisonerActionNet
with The Monument Trust

at The Clink Restaurant, HMP High Down
on 27 November 2012
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The Good Prison Award Entrants

HMP Addiewell
Christina Greig, Head of Prisoner Learning and Development

HMP Bullwood Hall
Sue Saxton, Head of Regimes

HMP Coldingley
Philip Ballantyne, Head of Offender Management

HMP/YOI Cookham Wood
Mick Woodbine, Head of integrated Children's Services

HMP/YOI Doncaster
Debbie Hall, Assistant Director

HMP/YOI Drake Hall
Carole Challinor, Deputy Manager ALC

HMP Erlestoke
Chris Emmett, Learning and Skills Coordinator

HMP Gartree
Stephen Douthwaite, Head of Reducing Reoffending

HMP Hewell
Darryl Jones, Head of Learning and Skills

HMP High Down
Laura Bogalho, Head of Corporate Business

HMP Highpoint
Genista Dunham, Curriculum Leader, Art and Graphic Design

HMP Hull
Gary Swales, Community and Business Development

HMP Huntercombe
Terry Scales, Head of Reducing Reoffending

HMP Isle of Wight
Adam Landy, Intervention Resettlement Manager

HMP La Moye
Lucy Blackmore, Open Learning Tutor

HMP/YOI Low Newton
Charlie Darby-Villis, Prison Library Development Officer

HMP Lowdham Grange
Sally Gray, Senior Manager, Interventions

HMP New Hall
Joanna Smith, TWP Link Worker

HMP Norwich
David Damerell, Employment Officer

HMP/YOI Parc
Phil Forder, Arts Interventions Manager

HMP Peterborough
Clare Campbell, Business Development Manager

HMP Shrewsbury
Darren Johnson, Regimes Manager and SBC Coordinator

HMP South Yorkshire
Rachel Wilson, Head of Interventions

HMP Whatton
Lynn Saunders, Governor
Good Prison Award Winners

Introduction

The Good Prison Awards for holistic achievement by prisons and young offender institutions in delivering person-centred interventions that enhance offenders’ positive identity, relationships and capabilities were presented at an awards event attended by over 80 practitioners from the prison service, criminal justice system and third sector at the Clink Restaurant, HMP High Down on 27 November 2012. Gold, Silver and Bronze Winners were announced together with Best Single Initiative and Commended Entries.

The Good Prison Framework that formed the entry criteria for the competition is based on 4 years’ research in developing PrisonerActionNet and on a comprehensive review of the literature on desistance and transitions from crime.
What makes a good prison?

Gerard Lemos CMG, partner at Lemos&Crane and chair of the Good Prison Awards judging panel said:

“A ‘good prison’ in essence is more than security and work training, more even than reducing reoffending, more even than looking after prisoners with mental health difficulties or problems with drugs. Long-term rehabilitation depends on the ex-offender acquiring a new idea of themselves; it depends on sustaining positive relationships and being a good parent. And finally it depends on independence and capability, for example shown in pride in achievements and positive peer influences. We applaud the effort and ingenuity of all the work in these areas from the 24 prisons and young offender institutions that entered the Good Prisons Awards.”

Mark Woodruff, The Monument Trust, member of the judging panel said:

“The Monument Trust has funded innovative work in prisons for many years. In reviewing the entries for the Good Prison Award it has been most heartening to see how this has been built upon in so many imaginative ways and with such energy and commitment across the estate.”

Clive Martin, Director Clinks, member of the judging panel said:

“The quality of entries overall was fantastic with some brave and daring examples of innovation and fresh thinking in tackling some challenging issues, which is particularly impressive given the backdrop of budget cuts and the pressure to demonstrate hard outcomes and results.”
The quality and number of entries is further progress by Lemos&Cranef with The Monument Trust that began in 2008 with the creation of PrisoneActionNet that has grown into a network both online and at conferences to share and celebrate good practice, which involves over 100 prisons and young offender institutions and over 3,200 criminal justice and third sector practitioners. In 2012 we distributed 37,000 free novels to our prison and young offender institution network as part of World Book Night.

Award recipients

The Gold Award trophy and prize money of £1,500 went to HMP/YOI Doncaster. The following citation was read:

“Among the many highlights of Doncaster’s entry was the work of Families First described by the HM Prison Inspectorate as ‘the best it had come across’, including the Daddy Newborn scheme that encourages fathers of babies less than six months to bond with their baby. It has developed a social enterprise, Second Shot Productions, that provides opportunities for artistic expression with a commercial focus including film making, graphic design, drama and arts. It also has a hugely impressive resettlement service including a housing coordinator who facilities agencies to come into custody to assess clients and make referrals and book emergency accommodation. This service was also highlighted by the HM Prison Inspectorate as being of an extremely high quality.”

John Biggin, HMP/YOI Doncaster Director said:

“I am delighted to receive this award not only on behalf of HMP/YOI Doncaster but on behalf of everyone who works with offenders every day to increase their future chances of living lives free from reoffending.”

The Silver Award trophy and prize money of £500 went to HMP/YOI Parc. The following citation was read:

“For the last five years HMP/YOI Parc has run the Hay in the Parc festival, a collaboration between with the world-famous Hay Literary festival that sees writers visit the prison and perform work that engages and challenges the prisoners, presenting alternative lives and possibilities that stretch horizons as well as encouraging use of the library and creative writing. The prison has also developed Parc United, an initiative to offer support and mentoring specifically for Gay, Bisexual and Transgender prisoners – identified as the one groups most difficult to reach in the prison world.”
Joint winners of the Bronze Award trophy each receiving £250 were HMP Erlestoke and HMP High Down.

HMP Erlestoke's citation referred to the Engagement Programme that provides support for the most challenging, disaffected prisoners – the 5% considered ‘unemployable’ - to promote engagement and maximise the development of skills through offering a wide range of activities reflecting personal interests.

HMP High Down's citation referred to the achievement of The Clink restaurant described by HM Prison Inspectorate as ‘dazzling’, which is used not only to give training and work experience to prisoners but also as a venue for initiatives such as Teen Teas that gives fathers to opportunity to share an early evening meal (and the quality time that goes with it) with their children.

The Best Single Initiative trophy and prize money of £250 went to HMP Hewell for the Prison Hearing Dogs for Deaf People Partnership, a project where prisoners are taught how to train puppies to become qualified hearing dogs for deaf or hearing impaired individuals to help them achieve greater independence.

Commendations were cited overall for:
- HMP Hull
- HMP Isle of Wight
- HMP Lowdham Grange
- HMP Whatton.

Commendations were also cited for best single initiatives from:
- HMP Addiewell
- HMP Bullwood Hall
- HMP/YOI Cookham Wood
- HMP La Moye
- HMP Low Newton
- HMP New Hall
- HMP Norwich
- HMP Peterborough
- HMP Shrewsbury.
Projects, initiatives and ideas

1. Building positive identity

1.1 Self-expression and reflection through the arts

HMP Bullwood Hall

“We have a good uptake of entries for the Koestler competition each year, with a very pleasing rate of success. We work closely with our resettlement agencies to seek and secure opportunities on release for individuals and have recently secured a potential work placement in the media sector for an offender on his release. We loan musical instruments to men for use in their cells and a member of our education team has worked on a voluntary basis to teach guitar. We have worked with a local university for the last three years on a joint project to develop the communication skills of our offenders through drama workshops. Our library has run a number of author’s workshops to encourage and support creative writing and we hope to create an anthology of offenders’ writing.”

HMP Coldingley

“Every Friday a card making facility is provided allowing any offender to individually create their own card to be sent out to recognise a personal event. Prisoners welcome the opportunity to be creative and save the cost of purchasing a card. The recipients appreciate a personal card that allows expression and attention to detail.”

HMP Cookham Wood

“Here at Cookham wood we have an alternative art provision where we work with young people who have disengaged with the mainstream education or activities provision. This opportunity has been very effective in engaging the most difficult to reach and those young people with very complex lives and needs. During our recent inspection this activity was deemed as exceptional in meeting the needs of young people in custody.”
1. Building positive identity

1.1 Self-expression and reflection through the arts

**HMP Doncaster**

“Second Shot Productions is a social enterprise based within the walls of HMP/YOI Doncaster. We employ a combination of serving prisoners and ex-offenders and other highly trained staff to deliver a range of professional commercial services from filmmaking and graphic design through to drama and arts projects in custodial and non custodial settings. We regularly run Children’s Play projects at HMP & YOI Doncaster, working with prisoners who have young children to create a play over the course of two weeks and inviting the children into the prison to see the finished product. We have a partnership with the Central School of speech and drama and offer student placements throughout the year. We also offer bespoke music production – many of our compositions have been used for projects within the walls of the prison and beyond.”

**HMP Drake Hall**

“Within the Adult Learning Centre at HMP/YOI Drake Hall we have developed a suite of creative arts courses (accredited by City and Guilds). These include ceramics, work in oils, pastels, charcoal; embroidery, knitting and soft furnishings. These practical skills will be of use to the ladies on release not only in their personal lives but also to use to generate income and progress onto vocational courses at college. The creative courses are very popular offering a more practical distraction (thus occupying time), tangible goods that can be used or sent home, plus having recognized therapeutic value for learners.”

**HMP Erlestoke**

“As the only prison to take part in the LSIS Expert Learner project, in partnership with A4e, we facilitated a learner-led programme utilising the creative arts to raise awareness of learning styles. Prisoners focused on developing understanding, tolerance, support and value of diverse communities. Several external artists were engaged to work with the group exploring learning, appreciating differences and treating everyone with respect. The wide range of learner-suggested activities included participation in the Pimlico Opera Les Miserables production; establishing a sewing group developing skills, promoting creativity and relaxation that could be continued in-cell; poster making producing the new logo for the Social Enterprise project and having much appreciated ‘me’ time discussions. We have also secured free guitars from Billy Bragg that are provided to those prisoners who find music therapeutic in helping them overcome self-harm, depression or isolation issues. Peer mentors run voluntary music classes at the week-ends for these prisoners to support their guitar playing and song writing.”
HMP Gartree

“Milton Keynes college in partnership with HMP Gartree have organised an Education Art exhibition (Studio 17) at Penn Lloyd Library in Market Harborough. This collection aims to inspire, enlighten and inform visitors of the skills, talents and capabilities within Studio 17. Studio 17 is a group of male learners, artists and offenders who are striving to achieve a positive future through the arts. Feedback from the exhibition has been positive, and has offered a unique window into the creative talents of Gartree residents.”

HMP Hewell

“The Prison Hearing Dogs for Deaf People Partnership is linked with many aspects of the prison including the Library where the prison’s Writers in Residence work from. They work with prisoners to improve their writing skills and they have produced a booklet containing prisoner art work with images of dogs to fully expend on the partnership in the prisoners words.”

HMP High Down

“HMP High Down participates in the Art and Poetry Exhibition at the local Library. Local advertisements are published to prisoners, who are encouraged to enter their submissions. All successful entries are put to a public vote and offenders are able to win prizes for their pieces. The Art and Poetry Exhibition are supported by local councils, MPs and have often invited special guests to come and present the winning entries with prizes. Each year a book is published of the work in the exhibition. In 2012 for the first time the costs of that production are being covered through sales of it in The Clink restaurant, bringing prisoners’ talents to the attention of over 10,000 guests each year.”

HMP Highpoint

“Visual Arts Projects include: Two workshops delivered by Duxford War Museum Outreach Education. The annual Koestler Awards Entries. Proposal to hold a regional Art /Design exhibition at the Forum, Norwich. End of this year. One student sent poems to the new National Prison Radio system, broadcast on two occasions. Village sign: A commission sourced through the local community, Bradfield Combust PCC, became a combined project with the prison Welding workshop. Black History Month: T-shirt design and new Equality /Diversity in-house branding material. Paintings for the Industrial cleaning BICS department. Where possible we market the vocational aspects to learning through customised worksheets laying emphasis on the transferability of skills recognising how artistic / design expertise; visual and practical, can be applied to all manner of jobs outside and further informal learning.”
HMP Hull

“The Education Department delivers Visual Arts qualifications, from Level 1 to Level 3 allowing all offender learners to participate. A range of wet and dry media are taught and learners are able to enter their work into national competitions such as the Koestler Awards. Prisoners’ art work has been incorporated into poster displays for awareness campaigns for drugs awareness, anti bullying etc. The success of the visual Arts at HMP Hull has been influenced by the wide range of participants, both hard to reach and experienced alike that are encouraged to participate.”

HMP Huntercombe

“The Geese theatre group is an independent, professional theatre company dedicated to working with men and women who are either in prison or on a community sentence. They facilitate interactive role play through group work courses in which offenders who are thinking about change can discuss their lifestyles and offending behaviour and develop strategies to avoid reoffending. The chaplaincy team at Huntercombe use music in acts of worship, they also hold separate music sessions in which a number of volunteers play alongside offenders. In addition they teach offenders to play or improve their standard on a variety of instruments. This has led to a number of small concerts held in the prison for both staff and prisoners to attend.”

HMP Isle of Wight

“The prison offers 9 sessions of art per week (per site) as a part of the Creative Techniques course. This programme is accredited with City & Guilds and encompasses an employability unit. Increasingly, prisoners have been contributing to the Koestler Awards, to which the establishment was proud of the prisoners who won Gold and Platinum Awards in the acrylics, recorded music and written text categories, as well as those who were not successful in the awards but had entered the competition. In recognition of the successes at Koestler, HMP IoW held an exhibition of prisoner art in Albany House to display the impressive works done. Also in conjunction to the Koestler successes, accredited interventions across the sites have commissioned artworks by prisoners to be displayed in their group-work areas. Concomitantly, the Education team motivates prisoners to engage in the Prison Reform Trust Writing competition, as a means of self expression and celebrating their artistic skills.”

HMP La Moye

“Art is offered across the entire prison with painting, drawing and ceramics classes. There is considerable enthusiasm and talent amongst the prison population. One inmate now uses his drawing skills to
produce a booklet of humorous cartoons for his wing. In March 2008, we had the first exhibition of our prisoners’ artwork at the Harbour Gallery, a well-known local art gallery. ‘Inside Out’ was a mixed media exhibition based on students’ learning in art classes. We have since held three more exhibitions. A new Education Manager has recently been appointed who teaches performing arts and we are expanding our curriculum to include drama, dance and music. Our Art teacher recently qualified in Art Psychotherapy with the aim of enhancing the therapeutic side of our creative arts provision. This year we arranged a drama therapy workshop with the support of Jersey Opera House.”

HMP Lowdham Grange

“In January 2012 The Education team at Lowdham successfully implemented a Music in Prisons project in partnership with Mark Anthony Turnage who worked and performed with prisoners on a piece of music commissioned for the Cultural Olympiad. “Beyond This” was performed both in the prison and a 12-minute film shown at the Southbank. The prisoners helped write the four movements, including reggae and a rap song delivered by one of the inmates and featuring a female prison officer on backing vocals. This gave them an opportunity to develop and learn how to successfully work with others.”

HMP New Hall

“Huddersfield University currently work in partnership with ourselves and attend the prison twice a year to complete drama workshops. The women also have the opportunity to be part of the choir within the chapel and take part in music sessions. When our education department closes for holidays etc, residents are given the chance to create a music CD. They form a group that develops their own style of music and are awarded the CD on completion of the course. Within our Healthcare department, Arts and Crafts are a regular activity.”

HMP Parc

“The Art of Living course (AOL) is a six session programme that has been developed at HMP/YOI Parc to motivate prisoners to partake in self developmental work. It uses all aspects of artistic activity to engage with the men involved. The Art of Living is a motivational programme that is delivered to support offenders to reflect and make changes in their lives and engage in the facilities that prison has to offer. This includes storytelling, painting, drawing, social inclusion and trust games as well as discussion to bring about an understanding of one’s individuality as well as our common heritage. To date over 250 men have completed the programme at Parc and it has been accredited by Edexcel.”
HMP Peterborough

“During the course of the year various crafts have been designed and created e.g. paper wreaths from old recycled books, gate signs made from pallet wood – and we have supplied stock to a city centre site in the form of a ‘pop up shop’ mid-summer and at Christmas. Everything provided bore the Jail Bird logo, that both raised the profile of HMP Peterborough and increased the appreciation of prisoners' skills.”

HMP Shrewsbury

“The numerous art, music and drama groups that are provided by the curriculum and those additional mediums that are requested by prisoners go a long way to seeing differences and changes in the prisoners participating through the arts. Much of this activity is delivered through the education contract but a greater part of it is possible through the self developed in-house charity of “Fresh Start & new beginnings”. Prisoners produce works of art which are displayed internally and externally in art exhibitions, county shows and in the FSNB charity shop in Shrewsbury’s Darwin centre on sale to the public.”

HMP South Yorkshire

“Our education department in partnership with the writers in prison network have hired Andy Croft, Moorland’s current writer-in-residence. Andy runs creative writing groups across the whole of the prison, as well as individual mentoring sessions on individual house block’s during evening association. He edits a regular, 24-page monthly magazine, written and designed entirely by prisoners, and containing stories, poems, jokes, letters, puzzles, interviews, book-reviews and discussion pieces.

He also publishes an occasional series of booklets – poetry, fiction and autobiography – in which prisoners reflect on their lives and the choices they have made. These publications are ‘launched’ with short readings in the Education Department. Poetry written by our prisoners was recently featured in the in the magazine Not Shut Up and is due to be broadcast on National Prisoner Radio.”

HMP Whatton

“HMP Whatton received 42 awards demonstrating the high quality of work developed here within the art dept. An outstanding art department with three staff; sculpture, painter and ceramic specialists.

Men are able to attend art classes while engaged in cognitive behaviour courses and art provides a positive activity whilst also facilitating space to think and reflect. The prison runs a range of Art and Poetry competitions and has a writer in residence who promoted creative
writing skills amongst the prisoners. The Gardens department has encouraged input from the prisoner’s working party in the design of all the horticultural areas within the establishment, which has assisted in the department achieving 3rd place in the Windlesham trophy 2011. For 2012 we have reached the final four of the Windlesham Trophy, so the department will now work together to prepare the environment for the final round of judging.”

1.2 Interests and activities that encourage mindfulness

HMP Bullwood Hall

“We develop mindfulness through the development of peer mentoring and the successful delivery of the Toe By Toe mentoring scheme. Both the peer support course which leads to jobs across the prison regime as orderlies and mentors and the Toe By Toe scheme are successful at Bullwood in improving the skills and willingness of learners to support others. Throughout these two courses the offenders are encouraged to think about their actions and how these actions can affect their own future and how in the past their actions have impacted on the situation they are currently in. We have extended our peer mentoring course to include observation of learning and skills as an innovative approach to increasing learner voice but also to encourage our mentors to apply their newly gained skills in a different context.”

HMP Coldingley

“Coldingley frequently delivers the Sycamore Tree Programme in conjunction with our chaplaincy. Opportunities are available for prisoners to participate in counseling courses through the OU.

A Coldingley offender participated in a restorative justice conference, the offender faced 7 harmed persons and was able to hear how it felt to be a victim of his crimes. Both the prisoner and harmed persons reported the value and benefit of the conference. This was a joint enterprise between Coldingley and Sussex Police, further conferences are anticipated.”

HMP Cookham Wood

“Cookham Wood has introduced new and different ways of working with young people in custody. One initiative is the Surviving Our Streets workshops. This is a bespoke intervention where young people who have, or are at risk of committing knife crime are exposed to the reality and devastating effects of knife crime. The course is facilitated by ex-offenders and gang members and uses high risk strategies and
interventions with young people. One of the sessions involves young people meeting the mother of either a victim of knife crime (the lady’s son was murdered) or the mother of the murderer. Young people get to see the full impact and the effects knife crime have on the wide community of victims.”

**HMP Doncaster**

“Our interventions include, Positive Thinking Skills, CoVAID and 1:1 victim awareness. We also run the Make A Change (MAC) course which focuses on managing difficult situations and offending behavior and preparing to make a change as prisoners near release. Our Sports Academy provides a host of opportunities and has joined forces with local sports clubs to deliver academies in football, basketball, rugby and cricket. We also run a very successful buddy programme where prisoners are trained in counseling skills and can provide support to each other. Our Toe by Toe mentors provide an invaluable support to those prisoners who need assistance with their reading and writing skills.”

**HMP Drake Hall**

“Health Trainers Scheme: Prisoners are trained to be Health Trainers, which is a level 2 accredited course. This is run in conjunction with the Primary Care Trust at a minimal cost to the prison. There is a good level of peer support which actively encourages attainment and a real possibility of employment on release. There is also a level 2 Substance Misuse course which develops and understanding of the effects of drug and alcohol misuse. An OCN Counselling course is delivered by a qualified and practising Counsellor, this is a short course introducing the theories and practicalities of Counselling. Many women use these skills upon release to offer voluntary support to others.”

**HMP Erlestoke**

“We are the first prison with Healthy FE status in recognition of partnership efforts promoting health and well-being within the prison community. Three years ago we established a sustainable Health Trainer programme, training groups of offenders annually to achieve City and Guilds Level 3 Health Trainer qualifications and provide services to peers supporting behaviour changes and signposting towards healthier lifestyles. Promoted and delivered by the Wiltshire PCT and A4e Health Trainers provide one-to-one confidential support and advice to offenders. Health Trainers provide support for issues such as weight gain and loss; smoking cessation; stress / depression management; healthy diet and improving fitness. Men’s Health Days are organized ensuring every prisoner has opportunities to meet internal and external health care professionals and support agencies, trial alternative therapies eg yoga and explore family issues with Relate and Barnardo’s. Regular Peer Monitoring and PTLLS courses develop and accredit the support and
teaching skills that help offenders help others. Gym orderlies organise and support monthly visits of adults with learning difficulties from the local day centre.”

**HMP Hewell**

“Prisoners involved with the Prison Hearing Dogs for Deaf People Partnership are sited in an area of the open prison at HMP Hewell. This area has self contained rooms encouraging prisoners to take responsibility for their own actions and undertake common everyday acts, such as waking up in the morning, looking after themselves and importantly the Hearing Dog Puppies. The partnership reinforces mindfulness in their daily life. Since the partnership has developed, three original puppies have succeeded in the training programme after eight months. The puppies have been returned to the Hearing Dog for Deaf People charity to complete the final level of training before being put with a recipient. The project has enabled prisoners to cope with the emotional aspect that is experienced when one is parted from a loved and cared for puppy.”

**HMP High Down**

“The Forgiveness Project is a programme that works to resolve conflict by developing empathy and helping prisoners consider how their actions have affected people and what might be done to repair the harm. The aim of the course is not to compel people to forgive but to explore the role of forgiveness in the lives of prisoners by using personal testimonies, PowerPoint, film, life-line activity and discussion in both large and small groups about what forgiveness and restorative justice system mean, both generally and individually. HMP High Down has run this programme since September 2007 and during that time 724 prisoners have completed the course in full, with an additional 327 completing the first part of the course. The course has been jointly funded by the prison and philanthropic donations, with the prison supporting the charity’s fundraising, and facilitating research into its effectiveness.”

**HMP Highpoint**

“Annually in October/November during the Diversity, Equal Opportunities and Black History Month the A4e team works in partnership with HMP Highpoint’s Diversity Group to raise awareness of the diverse local and Prison communities. A4e staff learn to approach the issues surrounding this topic sensitively and bring about greater understanding amongst all.”
HMP Hull

“Hull Mentoring Project, Mentoring With Conviction (MWC) has delivered a course using innovative resources, not only keeping the young people engaged but highlighting the consequences of further offending. The project is delivered in schools and pupil referral units and now within HMP Hull with long term offenders using their own experiences to challenge the attitudes of younger prisoners. This successful project has highlighted the truth and reality behind a life of crime and outlines the options available and the consequences of those actions, asking them to not only consider the impact upon themselves, but also their victims and their own families.”

HMP Huntercombe

“RESTORE is an intensive, group based intervention which aims to reduce the number of victims of crime through the rehabilitation of offenders. The course is facilitated by both the victims of crime and ex-offenders, RESTORE explores concepts of forgiveness and reparation in a framework that fosters greater accountability and responsibilities. Each workshop invites at least one victim of crime/violence to come into prison to share their experience with course participants. These are reconciling stories, though not necessarily with the perpetrator. The use of victims’ stories provides the opportunity for offenders to address the harm they have caused as well as exploring the relationship between themselves as victims and the victims of their crimes. The use of victims is key to establishing empathy and understanding in the group.”

HMP Isle of Wight

“The holistic approach to mindfulness encompasses a number of areas within the prison, for example, the Peer Mentoring Scheme in Education develops mindfulness amongst its team, in responding to the needs of peers in a responsive and supportive way, whilst acting as a pro-social model amongst the more general populous, which is mirrored in the Intervention Peer Mentor Scheme. Other activities to encourage mindfulness include: Violence Reduction Representatives, Community Cohesion and Equality Representatives, Prison Council Members and so on. This is not forgoing the support and skills of Chaplains in encouraging mindfulness amongst their congregations and the social perspective taking which may have been absent during the commissioning of offending.”

HMP La Moye

“Prison Probation and colleagues in the Jersey Probation Service enhance victim awareness and develop empathy within those they supervise whilst challenging offending behaviour and enabling offenders
to consider the consequences of their actions and behaviour for others. The Core Programme has a specific session that focuses on victims and is used to prepare and motivate an individual prior or after to their attendance on JARVIS or ASRO-S programmes. Restorative Justice is also considered dependent on a range of factors including the victim’s wishes and feelings. The Jersey Probation Service also facilitates a Dialectical Behavioural Therapy course. The Skills Training Group encourages offenders to develop mindfulness as well as skills in emotional regulation, interpersonal skills and distress tolerance. Prisoners also have the opportunity to train with the Samaritans to become ‘listeners,’ to listen in complete confidence to their fellow prisoners who may be experiencing feelings of distress or despair.”

**HMP Lowdham Grange**

“The Counselling Service at HMP Lowdham Grange works tirelessly to support prisoners and encourage mindfulness. The therapeutic process between the prisoner and counsellor takes a person centered approach to prisoners’ difficulties and offers help and support through exploration of personal strategies enhancing personal growth. All sessions are individually tailored to the prisoners needs. Counselling allows prisoners to come to terms with why events may have occurred and can break the cycle of negative thoughts that have emotional impact on the progression of the prisoner.”

**HMP New Hall**

“The Thinking Skills Programme is designed to help the women deal with issues that life throws up. As part of an initiative to reduce domestic abuse, our specialist domestic violence advocate delivers a course named Power to Change, designed to raise awareness from the prospective of both a perpetrator of domestic violence and a victim of domestic violence. This is an intense course that focuses on recognising domestic abuse in all its forms and how it can be avoided, recorded, reported and prevented. A multi-disciplinary team is used to deliver this course.”

**HMP Parc**

“Restore is a powerful course that explores forgiveness, reconciliation and conflict resolution through real-life personal stories. The workshops offer the opportunity to look at victim issues and find out more about Restorative Justice. The course is run by ex-offenders and victims who have been involved in Restorative Justice work. The programme involves a victim’s or survivor’s account of their lives before the crime, an account of what happened and the subsequent resulting effects after the crime took place. The stories show that by gaining an awareness of the impact of what they have done offers the opportunity to change. The course concludes with each prisoner making his own life chart and talking it through to the group.”
HMP Peterborough

“On completing the Active IQ level 1 & 2 in the male gymnasium two learners were selected to go out on Release On Temporary License, to support new users of a YMCA gym in the local community. Their duties included inducting new members, and introducing them to the training programmes and equipment. Also included in this attachment was their support to a healthy living programme. This was a first for this particular working partnership and HMP Peterborough now has the council’s backing to provide support in any of their new projects which includes green gyms.”

HMP Shrewsbury

“The SORI Victim Awareness course at Shrewsbury prison is an intensive one week intervention which gives prisoners the opportunity to reflect on the harm caused to their victims, a chance to say sorry and much more. Based on restorative justice principles the course brings prisoners, victims of crime and community members together in an emotional afternoon restorative meeting. The prison commits to giving prisoners full support and encouragement after the course to address issues which may contribute to their offending lifestyle, and practical assistance for resettlement post release as required.”

HMP South Yorkshire

“We have recently recruited a facilitator from REMEDI who runs a five day Victim Awareness programme across all 3 sites, this looks at perspectives on punishment and repairing harm, accepting responsibility and seriousness of offending, the impact of substance misuse and conflict resolution and finally working towards change. We also run SMART RECOVERY on our Drug Recovery unit this is a peer led substance misuse group using cognitive skills to address substance misuse and the final aim of this is for prisoners in recovery to undertake the 20 session training package that then allows them to deliver this self help group again both in prison and in the community.”

HMP Whatton

We have an impressively developed and established Listeners scheme which is one of the largest schemes in any prison. Listeners are trained and supported by the Samaritans in order to provide peer support for any and every issue. We have close links with the Samaritans, one of our key partners. An “Insiders group” provide peer support for new receptions and a peer support team provides care and support to prisoners undertaking the offending behaviour programmes.
1.3 Improving attitudes and cognitive behaviour

**HMP Addiewell**

“HMP Addiewell delivers a GOALS course to prisoners which concentrates on improving cognitive behavior and recognizing that attitude affects our actions. The course actively encourages prisoners to take responsibility for their own lives and has enabled the prisoners to see how, just by changing their thoughts, they can look at life and themselves differently. GOALS is a recognized programme that “... tackles the psychology of social exclusion with a key focus on building self-esteem, independence, inner strength, personal awareness and self-motivation”. Focusing on self-esteem and where it comes from, the course demonstrates how the negative events of life can lower self-esteem. We concentrate on acknowledging prisoner strengths and how to use affirmations to keep these strengths foremost in our thoughts.”

**HMP Bullwood Hall**

“The approach taken at Bullwood is one of dealing with the whole person and therefore improving self esteem and motivation underpins everything that we do. All eligible offenders undertake a one week employability assessment and skills course at the start of their time here and during this period they reflect on their skills, knowledge, attitude and behaviour. They then produce an action plan to help them to address these issues and this is then supported by an assigned personal tutor who will see them at regular intervals throughout their time at Bullwood. This support is accessible across the regime and the tutorials are held at work, on the wing or in education. The scheme is accredited through the City and Guilds Employability and Personal development programme and as a unitized course can be built upon throughout their sentence.”

**HMP Coldingley**

“As part of the Rehabilitation of Addicted Prisoners course (RAPt) prisoners participate in meditation – this aspect is key to stress relief and is seen as central to the continued success of the programme. The RAPt programme seeks to ‘strip prisoners to the bone’ and enable them to clearly understand the rationale for their substance misuse, this requires individual and group counseling so that self-esteem is raised and the individual sees that they have a positive role in the future. Family conferences are also encouraged and are positively appreciated by all participants.”

**HMP Cookham Wood**

“Cookham wood has a trained team of mediators within the staff group. We are embarking on expanding the use of mediation in two directions:
1. The development of peer mediation where young people will work alongside staff and their peers to resolve issues and conflict within the establishment.

2. The introduction of a violence interrupters program, involving the training, debriefing and provision of supervision to young people in equipping them to have positive influences on other young people who have violent disagreements in custody and the community.”

HMP Doncaster

“We have restructured our resettlement and offender management services focused around a residential based arrangement allowing our partners Catch 22, Turning Point and South Yorkshire Probation as well as our Community Based Case Managers and Volunteer Mentors to access prisoners in one place. Case Managers take complete responsibility and where appropriate refer clients to the Mental Health In-Reach Team and to any offending behaviour programmes that may be required. Our chaplaincy department deliver a very worthwhile bereavement programme to support prisoners finding themselves in this situation. The programme encourages thinking and reflection.”

HMP Drake Hall

“Our Gym Orderlies complete a number of accredited qualifications and gain experience by taking a number of exercise classes for their peers. Once they have enough experience they progress onto taking staff classes. To begin with the prisoners find this quite daunting however once they have taken a few classes the ladies grow in self esteem, confidence and self worth. PEARL is a new course through which tutors can assess and develop the personal qualities of individuals, designed as a tool to help increase employability skills. This accredited course encourages willingness to learn, commitment, dependability, self motivation, team work, communication, co-operation with others and self management.”

HMP Erlestoke

“The Engagement Programme, developed between A4e, education, PE and prison staff incorporating creative arts, vocational skills, healthy lifestyle and practical activity. Targeting the most difficult serial non-engagers. Peer mentors provided effective one-to-one support for those with learning / behaviour issues in an empathetic, non-threatening, non-judgemental pro-social model. Rational dialogue with staff was encouraged regardless of the difficult or negative nature of the conversation. Actions and targets were constantly negotiated. During the programme individuals were able to identify their needs and career aspirations and were supported in a smooth transition into other education or work. Peer mentors accompanied them to new activities
ensuring continuation of support for the individual and course tutor / work supervisor. This has proved successful with participants now engaged in English, Industrial Cleaning, Catering, Independent Living Skills, Construction and production workshops. Prisoners also teach yoga and relaxation techniques.”

**HMP Gartree**

“Prisoners who participate in the controlling anger and learning ways to manage it (CALM) course are given with the opportunity to practice relaxation techniques at HMP Gartree. In addition, relaxation and auricular acupuncture sessions are regularly delivered by the Substance Treatment and Recovery Team (START). Stress, tension and anxiety have been identified as common triggers for substance misuse and learning to relax is a skill.”

**HMP High Down**

“The Geese Theatre “Insult to Injury” programme are a team of actors and group workers who present interactive drama and conduct workshops in prisons for men with an acknowledged and persistent history of violent offending. Using some of Geese’s theatrical metaphors, the programme invites participants to explore the process of violence, how it operates for them and to practice skills in order to avoid future violent offending. Another example is the Art of Living Prison SMART course, which involves stress management and rehabilitative training. The aim is to change the thinking and behavior of prisoners so they become less stressed, easier to manage and more receptive to rehabilitation. Thirdly, HMP High Down House Block 5, Drug Recovery Wing invites an outside tutor from Croydon Philosophy School, once a week to facilitate a Philosophy Group Session. The objective is to enable the offenders to reflect on their own lives and the lives of their loved ones and to improve their perception of the outside.”

**HMP Highpoint**

“At Highpoint we have used our Learner Voice projects, by employing an independent analyst, to listen to the aspirations of the population individually and collectively. By facilitating this exercise we have given prisoners a voice and they, in turn, have influenced our Education and Training programme and that of other, similar establishments in the region. We actively promote safeguarding strategies through partnership projects with the prison Listener Reps; for instance designing ‘Awareness’ posters to be displayed on the wings and the Violence Reduction T-Shirt designs. All class tutors are trained in recognising bullying behaviours and the safeguarding procedures to operate for matters of concern. The Personal Social Development course addresses self-esteem assertiveness, anger management, negotiation and counseling.”
HMP Hull

“The Education Department delivers a range of courses and at various levels from entry level to level 2 in Personal Development and Social Integration (PDSI). Courses include the following subject areas,

- Diversity and Social Awareness
- Substance Misuse (Drug and alcohol awareness)
- Healthy Living/ Eating
- Group and Teamwork
- Sex and Relationships
- Stress Management
- Assertiveness and Decision Making
- Citizenship
- Personal Hygiene

A range of accredited programmes are delivered at HMP Hull, including Building Better Relationships (BBR), a domestic violence programme, and the Thinking Skills Programme (a cognitive skills programme).

The BBR has recently received its provisional accreditation following a successful pilot at HMP Hull. In addition we deliver a range of non-accredited programmes. For example, the A-Z Motivational Programme and the Strength to Change (another domestic violence programme available to offenders who may not be suitable for the BBR programme.”

HMP Huntercombe

“There are a range of local courses which contribute in raising the self esteem of individuals. These include Fathers Inside and the Geese theatre group which both allow offenders to gain self confidence in areas in which they have little experience and knowledge. In addition the Gymnasium offers a range of courses which include personal trainer and level 1 to 4 qualifications. In terms of mediation the chaplaincy facilitates meetings within the prison with individuals who may have issues in terms of conflict. These are assessed prior to the mediation taking place to ensure the individuals suitability. The chaplaincy also provides a marriage and relationship course. This is not limited to married couples and is open to anyone wishing to improve communication within a relationship regardless of their sexuality or gender.”

HMP Isle of Wight

“HMP Isle of Wight offers the Thinking Skills Programme (TSP) to all prisoners and Controlling Anger and Learning to Manage it (CALM)
to those with emotional management issues. Since 2009, Interventions have held Customer Service Excellence accreditation for their person centered provision in rehabilitation services, proven to be contributory to reducing recidivism and desistance. Accredited programmes aid prisoners to reflect on the risk factors which lead to offending, consider protective factors and perspective take on behalf of those affected by their crimes. Educational programmes have inherent mechanisms for building self-esteem through developing; self belief, increased resilience and perseverance and enhancing insight into oneself through reflection, with acknowledgement of successes or failures.”

**HMP La Moye**

“All prisoners undergo separate induction interviews from Psychology, Drug and Alcohol Counsellors and the Probation Service to identify work needed to address offending behaviour and thus reduce the risk of re-offending. The findings from those meetings are submitted to a dedicated team of prison officers who prepare an individual sentence plan for each prisoner. A range of one to one and group-work interventions are provided under the supervision of a chartered forensic psychologist. These are cognitive-behavioural and are tailored to meet the individual needs of prisoners and to meet the needs identified in their sentence plan.”

**HMP Lowdham Grange**

“Beating the Blues is a clinically proven, drug free treatment for anxiety and depression, delivered via a computer based interactive programme, based upon Cognitive Behavioural Therapy (CBT). CBT helps people to critically evaluate the way their thoughts and behaviours can influence their mood and the way they feel. By identifying where disproportionate negative thoughts are causing low mood, prisoners can begin to take an active role in managing their depression and anxiety. The Beating the Blues programme consists of two interwoven strands: the cognitive strategies and the behavioural strategies. Benefits for the prisoner are that it is simple to use, it offers privacy and control over treatment, and teaches practical and life-long skills easily and effectively.”

**HMP New Hall**

“Our main partner within the prison, Together Women Project (TWP), have a number of centres in the community that specialise in increasing self esteem and confidence in the women they support. We are fortunate in HMP New Hall to be able to access this support for the women regardless of their residential area, due to links we have. These specialist courses are available because New Hall has worked hard to make the external links that are so badly needed to improve resettlement.”
HMP Parc

“Breaking Free is a global learning project that was developed at HMP/YOI Parc. Begun in 2007 this project began as a dialogue/link with Harrison Point Prison in Barbados and HMP/YOI Parc in Bridgend. Initially the prisoners were invited to explore issues such as the slave trade, emancipation, racism, regrets and dreams. Over the course of the dialogue the focus changed and became more about discovering the freedom to express oneself and allowing new creative voices to be heard. From this beginning Parc has developed a cultural diversity programme also called Breaking Free that is now run regularly in the prison. The subject matter covered looks at global issues such as international racism, religions, languages, culture and then the work gives the opportunity to self reflect and express oneself. The course uses discussion, creative writing, art work and film to explore the issues being raised.”

HMP Peterborough

“Thinking & Reasoning skills is a course not to be confused with the Thinking Skills Programme (TSP), this course has an interesting mix of reasoning skills and broader thinking skills, through which the learner has the opportunity to develop thinking in its fullest sense and has been delivered by education throughout the year. These skills have a broad range of applications and the learner has been able to benefit from these in a variety of contexts, both academic and in everyday life. This year we are delighted to be working alongside Relate again, who have regularly delivered, at our request Self Esteem, Stress Management and Anger Management workshops. We also piloted their Domestic Perpetrator Course and due to the success we have recently hosted a second course.”

HMP Shrewsbury

“Current courses are in self esteem development and anger management. Partnership working delivers a range of programmes: anger management courses, self esteem courses, counseling through Fresh Start New beginnings and the introduction of Meditation / Yoga in conjunction with The Phoenix Trust. The latter now entering its 2nd course with 20 plus prisoners on each course and is also open to staff. The Governor through his steering groups jointly attended by both prisoners and staff recognised the need to address the shortfalls experienced by many of the prisoners who were hard of hearing or deaf which was clearly acknowledged as a barrier to certain prisoners. Consequently, a British Sign language teacher was part time employed to work with and deliver level 1 BSL award for both prisoners and staff. The outcome of such an initiative progressed to a full time secondment, to delivering BSL level 2 awards and is now being stream lined to other establishments within the West Midlands.”
HMP South Yorkshire

“We run accredited programmes of TSP and CALM and alongside these we have this year also introduced peer mentoring for prisoners once they have completed an accredited programme so that they can support each other post course as well as keep the skills fresh in their minds. We have also introduced a new course that we were given by our health care partners called Mens Talking that is a discussion based group looking at how they perceive the role of a man, what makes them a man and such issues as how they perceive women. The gymnasium has also recently started a self esteem/team building programme that we run for victims of bullying. We also have a counselling group called MIND that come in and offer one to one counseling on all different areas from self esteem to depression. As part of the Recovery unit we also offer acupuncture.”

HMP Whatton

“One of the Programmes delivered is Controlling Anger and Learning to Manage It (CALM). CALM meets needs of offenders in managing offending associated with poor emotional control. We also deliver the Healthy Relationships Programme (HRP). The Programme is designed for men who have demonstrated a pattern of abuse in heterosexual, intimate relationships and have been assessed as being at risk of perpetrating violence towards intimate female partners. Alongside the work undertaken by psychology in regard to addressing issues of offending in this area, and in order for the men to gain the maximum benefit from these courses, this same approach is reflected and supported throughout the establishment. The group work undertaken within education is one such aspect. The class setting encourages positive team working environments where men are encouraged to support and help one another. Within Education there are also a number of courses focusing specifically on developing skills supporting the psychology programmes such as Personal Wellbeing.”

1.4 Celebrating personal achievement, change and development

HMP Bullwood Hall

“Offenders’ skills both new and old are used in a variety of roles across the regime as translators, peer support workers, orderlies and Toe by Toe mentors. Art work and academic work is displayed across the prison to celebrate achievements and show how the community at Bullwood all work together to brighten up the environment. Exhibitions have been organized, including a recent display in the Visits Centre to mark Adult Learners Week and to showcase offenders’ work. There is a good uptake of entries to both internal and external competitions for art work and creative writing. The accredited Employability and Personal
Development scheme referred to above has been rolled out across the regime and acts as a vehicle to celebrate an individual’s personal achievement and development.”

**HMP Cookham Wood**

“We have developed our own young people’s awards which take place every three months. All of the young people are able to be nominated by any member of staff in a number of eight categories: Personal achievement in sport, Personal achievement in behaviour, Education achievement, Citizenship, Individual input into Cookham Wood, Peer to peer award, Achievement in media, Achievement in resettlement, Commitment to change, Achievement in self presentation. These awards give any member of staff an opportunity to nominate young people who really have changed through their experience of custody.”

**HMP Doncaster**

“Our Bad Lads Army programme is an intensive three day programme where our young offenders are taught skills in team building and decision making. At the end of the programme the prisoner invites his family members to come and celebrate his passing out parade. We actively encourage prisoners to try new skills for example by taking part in our childrens plays where a group of approx. 20 prisoners spend a two week period in developing a play for their children and families. We have a Prisoner Information and Advice Committee (PIAC) where representatives from each wing are elected by the other prisoners and attend a meeting with members of the Senior Management Team in order to raise any concerns/issues or indeed to offer up new suggestions.”

**HMP Drake Hall**

“A range of two and three dimensional work is created and displayed throughout the education department, visitors centre and administration areas of the prison. There are always numerous entries into the national Koestler Exhibition/Competition and we are currently awaiting this year's results with anticipation. Skills of prisoners working in the gardens contribute to a beautiful rural setting which prisoners enjoy on a daily basis. The garden carvings enhance the area even further – there is a ‘gator and snake in the gate area, toadstools, flowerpot men and other fun items for all to enjoy. A prisoner recognition scheme is being developed where prisoners nominate others for recognition of their work and support for others within the establishment.”

**HMP Erlestoke**

“Prisoners who have demonstrated commitment and achievement are acknowledged in a variety of ways. Health Trainers, 12 Steps and
OU graduates receive their certificates at a full staff meeting. Family members are invited to celebrate their success. The Governor personally presents certificates or letters of achievement to prisoners achieving significant personal goals ie completing the 6 book reading challenge or a distinction in English Speaking Board. Our prisoner recognition scheme means staff can nominate prisoners for exceptional quality of work or effort, supporting their peers, the prison community, local community or charities. The Governor sends personal letters of appreciation and can award an additional visit for exceptional contribution. Prisoners’ art work is displayed around the prison.

Prisoners with skills are employed as Orderlies / Mentors to develop the skills of others or in roles where they maintain the quality of the infrastructure and environment – department painters, gardeners and those who assist the works department team around the estate. The Industrial Cleaning team won the first placed Prison Award and several other awards at the annual National Prison Cleaning competition.”

HMP Hewell

“The success of this project has been immeasurable throughout. Achievements include:

• The Kennel Club Foundation Award
• The Hearing Dogs Charity has designed an Award Scheme for its puppies
• The prisoners have undertaken the PEARL (Personal Employability, Achievement and Reflection for Learning) programme.
• They have partaken in a British Sign language course.
• The Writer in Residence has worked with prisoners to produce a booklet that has art work produced by prisoners.
• We received sponsorship from E.H.Smith (Construction)
• We hosted a National Garden Scheme open day, and the Hearing Dogs and handlers were integral to the success of the event.
• Two of the prisoners attended the Hearing Dogs for Deaf People headquarters to celebrate the charity’s 30th Anniversary and both prisoners were presented to HRH The Princess Royal to talk about the partnership.

The prisoners’ commitment and dedication to the project has been outstanding, as evidenced by the puppies’ progress. They gained the Foundation Award weeks before the due date of assessment.”

HMP High Down

“HMP High Down participates in the Koestler Trust art by offenders and in 2011 HMP High Down had 6 entrants, 4 of which received a cash prize. Offenders who are still with us are invited to a small
celebration in the Stephen Prior Centre with their peers. HMP High Down also showcases prisoner art work along the walkways, classrooms and departments. HMP High Down is proud of what the offenders achieve and encourages them to express themselves in the form of art or poetry. Offender poetry is also displayed in The CLINK- along the glass walls are engraved prisoners poems and a poem of the day on each table for the staff and external visitors to read and enjoy. Regardless of how big or small the achievement has been, they all are celebrated; it could be in form of peers applauding each other for completing a course or making a cake, a certificate being presented by the tutor or a hosted award ceremony in The CLINK.”

**HMP Highpoint**

“The Learners Fair in Adult Learners Week in May 2012 was a good example of this partnership working with Prison Service staff and other agencies e.g. NACRO, RAPt, Tribal. 20% (approximately 200) offenders voluntarily attended this Fair. This is a striking percentage of a ‘hard to reach’ population. The Education department is a place where we encourage students in peer support, developing confidence, taking responsibility, understanding the impact of their decisions has upon others. These are the essential Life Skills, the holistic outcomes, we impress as all wrapped up within the larger ‘rehabilitative’ process.”

**HMP Hull**

“Prisoner’s art works have been incorporated into poster displays for awareness campaigns for drugs awareness, anti bullying etc. Art work is displayed around the establishment as well as in the education department to celebrate the achievements of those offenders. Some offenders are trained by the Samaritans to become prison listeners. Upon completion of their course their success is celebrated by having the presentation of their certificates at an awards event. Offenders have participated in organised competitions in the gymnasiums. A recent 10k charity run in the community attracted interest from the offenders. Gymnasium staff organised a corresponding run inside the establishment to allow the runners to take part. The runners, who signed up to run for a local charity, were sponsored by other offenders and a sum in excess of £400 was raised. The charity, like us, wished to reward hard work and commitment. Presentation of certificates and medals were made to celebrate the success of their achievement thus encouraging future involvement.”

**HMP Huntercombe**

“Physical Education (PE) courses range from personal achievement to level 4 in exercise in lower back pain. The offender’s achievements are recognised by the Governor of the prison who personally awards certificates at the end of all courses from level 2 upwards. There are
two notice boards in the main prison thoroughfare with pictures of offenders who have gained certification. The names of successful course members are displayed on the PE notice board. As part of the education programme offenders are able to qualify as Personal Trainers (PT’s). This summer Huntercombe will be holding its own version of the Olympics with gold, silver and bronze medals awarded to successful athletes. There are also team events in the games to foster team work and cooperative involvement. The majority of these competitions will be organised and officiated by offenders using the skills they have acquired on PE courses.”

**HMP Isle of Wight**

“The issuing of certificates for learning is really important in recognizing achievement and sustaining the motivation to change. This is done more formally for those who have undertaken degrees and are graduating, with family and friends attending the ceremony. Prisoner artworks have been displayed for some time in Interventions, with a view to instilling a more therapeutic environment and celebrating the self expression of prisoners through their artwork. However, making use of prisoner’s skills is not limited to artwork, considering the use of prisoners on ROTL to deliver roles in catering for the IoW prison population, or working in the staff mess at Camp Hill and Parkhurst.”

**HMP La Moye**

“Students engaged in Functional Skills, ESOL, P.E., workshop courses and Open Learning are able to work towards nationally recognised qualifications. Certificates, when achieved, are given to the prisoner in person and they also receive verbal praise from their tutor. The Inside Out project encourages prisoners to create artwork which will be seen by their families and the general public. Inmates work all year on various projects with an opportunity to display and sell their work at a local gallery in March. We also engage prisoners in horticulture, creative industries and carpentry to teach them valuable skills and encourage work to be shown and sold in the community. Currently, there is also the opportunity to participate in group work by painting a mural in the children’s area of a new visits room.”

**HMP Lowdham Grange**

“Lowdham Grange positively encourages prisoners in their personal achievement, change and development by promoting a range of opportunities for learners to engage not only in academic areas but also highly recognised awards such as the Koestler Awards. Prisoners have done extremely well in these awards over the years and relish the chance to work on entries and see their work displayed. They very much enjoyed participating and the prison ensured all entrants celebrated their personal success through a certification lunch.”
HMP New Hall

“The Support and Advice centre has a trusted resident working alongside the Together Women Project (TWP) worker every morning to assist with the booking in process. She is responsible for allocating appointments and creating publicity about the external agencies coming in. We run a catering and health and safety course within the education department which can develop into the women being employed within the kitchen area. PID (Prisoner Information Desk) workers are a group of women that are on hand for the residents to ask any questions about the regime and gain any updates on services available. They are a voice for the women and can take issues to a monthly meeting on behalf of the prison population. Listeners who visit women who need someone to talk to and Toe by Toe workers, who help women with their educational needs, are available.”

HMP Parc

“Framed paintings are displayed in all areas of the prison including all Koestler award winners. Outside the prison Parc has had exhibitions at The Wales Millenium Centre Cardiff, The National Museum of Wales Cardiff as well as Cardiff Crown Court and Princess of Wales Hospital Bridgend. Parc has also encouraged painters to work on the walls in the Visits Hall and on many of the wings. In addition Parc has two Writers-in-Residence and each year produces an anthology of work. Also ‘Hay in the Parc’ offers the opportunity to perform/recite work. This year saw the performance of a play written by a group of prisoners on the frustrations of IPP sentences. This was subsequently performed at the Sherman Theatre Cardiff by professional actors.”

HMP Peterborough

“The art course has offered learners the opportunity of painting and drawing and has given them the chance to create work for art exhibitions, competitions and community projects. Learners at all levels have been welcome, including beginners, and are taught by an experienced tutor. This year over a dozen exhibits were sent to the Koestler Trust with a view to winning awards and one or two of those exceptional pieces have featured in local journals. Commissioned work also hangs in our own NVQ kitchen to which all staff and visitors have access.”

HMP Shrewsbury

“The Adult Learning Centre ensures all prisoners have the opportunity to gain the most out of their stay and focus on positive alternatives to reoffending. Prisoners work towards accredited courses and gain a certificate of achievement from the awarding body. Prisoners can apply to complete Open University courses, in order to further their studies
at a much higher level. Prisoners have the chance to enter a number of competitions, such as Koestler, for recognition of art work and writing, and some have received National Awards for their excellence. All prisoners’ art work is displayed in and around the prison, to celebrate the good work achieved within lessons. Prisoners working on more vocational orientated courses have the chance to progress onto further studies, where their woodwork is produced and sold for a local charity, Fresh Start New Beginnings, encouraging a link between the local community and prospective employers. The Adult Learning Centre encourages learners with specific skills to support other learners within classrooms, through the employment of Learner Support Assistants.”

**HMP South Yorkshire**

“We run a braille print shop introducing prisoners to this new skill that assists both blind and partially sighted clients to read. Once the Learners have completed the Braille Primer they will move onto production work. The workshop has also been involved with a pilot project at several pre-school nurseries in the York and Harrogate area. They introduced the staff and children to finger touch books for the blind. The books were unique and were especially designed within the AVID workshop. We also produce books into Large Print for Visually Impaired People. The workshop has been actively involved with diversity weeks, staff training workshops and family days held at Moorland.”

**HMP Whatton**

“Through the library we deliver the 6 Book Challenge. We held a celebration and the Governor handed out the certificates. Prisoners within the Gardens Work Party are currently in the process of designing a Buddha Grove for the Buddhist prisoners. Prisoners working within the kitchen and the staff mess regularly produce buffets ranging from basic sandwiches to a varied selection of reception style bites which were produced for the visit of the Her Royal Highness the Princess Royal. The prison magazine “Whatton-Earth” is produced by a prisoner and celebrates success around the prison and has topic articles, interviews staff and prisoners about their views on events. Multi – screen, produced by a prisoner under the guidance of an Instructor, is fed into all cells, and is updated weekly, with information. Prisoners attend the paints course gain a level 2 and then there is an expectation that they become a wing painter. The Education department holds a monthly ceremony when men are presented with their certificates. They are also able to enjoy a selection of cakes and biscuits which are made by other students in the catering and Independent living classes. Once qualified prisoners are considered for a position within the prison. Art work produced by the prisoners is displayed around the establishment. Areas are able to ‘commission’ pieces of work, such as the staff mess have recently done. The work is also displayed in the visits room and men are able to request a specific piece they have completed to be displayed in order to show visiting family and friends.”
2. Improving relationships

2.1 Supporting prisoners as parents

**HMP Addiewell**

“Often one of the Key GOALS set by prisoners is to be a ‘better role model’ for their children. The thought process and the impact that negative talk has on a Prisoner is surfaced through the course and it raises increased awareness of the impact that these processes have on their children. The course also explores how an individual impacts on other prisoners’/individuals’ through the negative criticisms and comments they may make and uses approaches to prevent and coach prisoners to frame comments more positively. We hope that through exploring the impact of negative talks and subsequent negative behaviors that we are affecting the broader family.”

**HMP Bullwood Hall**

“As the population at Bullwood is exclusively foreign nationals, many men have children in other countries. We hold family visits in each of the school holidays for those offenders who have family in the UK and in the run up to the visits, courses are delivered to encourage the prisoners to make items for their children. These are linked to key calendar activities and contribute towards the diverse and varied celebrations of culture that take place throughout the year. We deliver Storybook Dad sessions to encourage the men to think about and consider the positive links that can be made with their children whilst in custody which help to maintain relationships regardless of whether the children are able to visit. We are now starting to build on these initiatives and our next project is Share a Book, which is a virtual book club between child and parent.”

**HMP Coldingley**

“The education department delivers a parenting course; this will link up with the families and children’s resettlement pathway by linking into one of the many family days delivered at Coldingley. Storybook Dads is also a popular venture that is well attended.”

**HMP Cookham Wood**

“Following on from a pilot scheme run between Cookham Wood and Medway and Kent youth services, we offer all young people the
opportunity to engage with the youth service in custody and develop links back to their community youth provision through the use of release on temporary license. We have also developed locally a youth drop in centre which can be used by young people in the community and those who have been released from custody. Through our youth provision we have facilitated young people in custody to access community projects, DoE scheme and volunteering opportunities.”

**HMP Doncaster**

“Our Families First Initiative offers a programme of activities aimed at strengthening the ties between prisoners and their families. The Daddy Newborn scheme teaches fathers of babies less than six months how to bath, change, dress and feed the baby. Treasure Box helps prisoners who have lost contact with their children to create boxes of mementoes, photos and pictures for them in preparation for future contact. The Families First Team have also developed weekly toddler meetings, school holiday activities such as Sports Days and accredited parenting courses that Mum and Dad can attend together. And we now provide a woman’s parenting group for all our mums and carers attending. Our Community Case Managers give support to clients to access visits with children through social services. We can also refer to Sure Start Children Centres in the community to access parenting courses, activities and events that can further support clients that are parents.”

**HMP Drake Hall**

“Storybook Mums, Childrens visits, Family Links, Time for families”

**HMP Erlestoke**

“HMP Erlestoke organises regular family days which provide a full day for families to spend time together and include fun physical activity, learning, craft and playtime for fathers and children and an informal lunch. These days are being extended to other family groups such as grandfathers and grandchildren and wider families to include parents and siblings etc. The Visits Hall incorporates a staffed crèche area to facilitate some quiet time with partners during visits and also a wide range of games, crafts and books for fathers to interact with their children. Barnardo’s works closely with the prisoners to support maintaining contact with children as appropriate and also links with Relate to offer relationship support and courses. With fabric supplied by the Friends of Erlestoke charity the prisoners’ sewing group has made hundreds of calico bags and appliquéd them by sewing on a range of motifs from Thomas the Tank Engine to Tinkerbell. These bags are used to present books supplied from the Wiltshire Library Service Book Start programme that prisoners can give to their pre-school children to encourage literacy and love of reading. Peer mentors take an active part in running Toe by Toe and the Storybook Dads schemes. Many prisoners
volunteer as Listeners supporting others with relationship, familial and personal problems. There is a Video Letter scheme so prisoners’ can send filmed messages to their families. The Jamie Oliver cookery course enables prisoners to cook economical, nutritious meals for themselves and their families on release."

**HMP Gartree**

“Family days at Gartree are conducted four times a year and can accommodate 25 prisoners and their families at any one time. The day starts at 10.00 and ends about 15.00 and is geared around children so priority would always be given to families with children as opposed to adults only. The day is about giving fathers quality time with their children. Family days are held in the gymnasium and when weather permits the sports field is open for fathers to play games etc in the open air. Various information stands are set up in the gym where visitors can talk to staff about any issues they may have. Lunch is supplied to all visitors and families and hot and cold drinks are freely available all day.”

**HMP Hewell**

“The prisoners who are involved in the Prison Hearing Dogs for Deaf People Partnership take part in family visits in the prison. They interact with other prisoners and their families during family time, to demonstrate the training the puppies undertake. This also raises the profile of the Hearing Dogs for Deaf People charity.”

**HMP High Down**

“HMP High Down encourages prisoners to maintain their family ties and relationships by offering the opportunity to attend either or both Children’s Day and Teen Teas. The Children’s Day is solely for the dads to be with their children and interact with them and the session gives each prisoner quality time with their child/children. To help the dads play and feel at ease the staff organises a bouncy castle, arts and crafts, face painting, basket ball and much more. Teen Teas is unique to HMP High Down. Teen Teas is an early evening meal in The CLINK. Both the dad and child spend 2 hours having a three course meal; this gives them quality time together and is intimate and form close bonds. The offender contributes £10 to this meal, which gives them the responsibility to ensure that they have enough money in their account to be able to attend. Holiday times can be particularly difficult for children separated from one of their parents, so we ensure every child visiting over Christmas will receive a present. We have good links with local groups and we receive a wonderful amount of donated toys and games.”
HMP Highpoint

“In order to meet prisoners’ needs we have invested in the training and support of our staff team. This investment in professional development keeps the teaching fresh, inspired and relevant and our learners engaged and successful. The department has a robust Quality Assurance cycle (see Ofsted, HMCIP) and encourages the reflective development of all staff. This investment in the team is doubly rewarded as it generates a collaborative team spirit enabling staff to exchange ideas across curriculum areas, as well as demonstrating that we are well trained, professional team. This view is reinforced by the consistent, high achievement of our learners, demonstrated with data collected during inspection (Ofsted, HMCIP) and for SFA Reports. Delivery of the Family Man and Father’s Inside programme supports offenders to stay in touch with their families.”

HMP Hull

“The Barnardo’s Youth Crime Family Intervention Project (FIP) works with families where the parent or carer has received a custodial sentence in HMP Hull or a community order. The FIP will provide a support package that is aimed at tackling all of the various dynamic factors that individuals and families encounter from school attendance to domestic violence. Bespoke parenting in custody and in the community for offenders and support for families pre and post release are all key elements of the FIP support package. The Compass Offender Recovery (CORS) Family Worker is providing support and interventions for offenders who are engaging with the CORS service and their families, specifically those with drug/alcohol issues. The service covers the ‘whole family unit’ and consists of one to one interventions, group work, workshops and parenting programmes.”

HMP Huntercombe

“The fathers inside courses run initiated by the charity Safe Ground are facilitated at HMP Huntercombe. These incorporate a time to play day in which fathers can apply things they have learned on the course in a practical setting. During the play day a number of local organisations provide input. For example Henley river and rowing museum bring items of interest about both the Thames and the sport of rowing. Offenders with special skills are encouraged to help out. One who is an accomplished magician attended regularly doing close up magic shows. The charity Sure Start also comes to the visits days to provide help with specialized arts and crafts.”

HMP Isle of Wight

“The Education team in HMP IoW delivers a Family Learning Group to offenders, which provides attendees with understanding of family
relationships and the concepts of childhood development. In congruence, HMP IoW (through its OMU function) provides access to Family Days, where prisoners can access extended visits with families, with a view to sustaining relationships and makes the often long journey to the island more tolerable to visitors. HMP IoW Education also provides access to “Story Book Dads”. This scheme facilitates prisoners recording stories onto CD, which is then sent to families for playing to children. As a means to support those with Learning Disabilities (prominently Dyslexia in this case), the Education team have set up a support mechanism whereby a Peer Mentor will read the chosen story by the prisoner, for them to repeat and then the Peer Mentor is edited out, so that the child receives the story from their parent alone.”

HMP La Moye

“Prisoners in art classes work extremely hard on creating paintings, cards and sculptures for their children. They talk about the reception their work has with their children across the world. They often work towards Christmas presents and cards in the summer, to ensure they have enough time to achieve the high standard they want. The library provides a very important link between inmates and their children via a wonderful service provided by Storybook Dads. We provide an excellent selection of children’s books for inmates to choose from and a quiet room is provided to record the story. A personal message can be recorded at the beginning and at the end of each story.”

HMP Lowdham Grange

“The chaplaincy department facilitates ‘Family Services’ within each of the faith traditions represented in the prison population. Family Services are held in the chaplaincy space, presenting a deliberately different experience to the visits hall. The shared faith of the group enables an experience of faith practice that is consistent with the outside world: men, women and children, grandparents and tiny babies – a tremendous change to the usual room full of men. Sharing a meal together is at the heart of family life, all those who take part in the service enjoy a sense of warm hospitality and the opportunity to share stories over the dinner table. When it is time for the service to come to a close the families can have their photograph taken as a family.”

HMP New Hall

“To promote positive relationships and utilise the residents’ individual skills, we run a Toe to Toe project within the prison. Family days are an opportunity for mum to spend the day with her children and other family members in a relaxed environment. A lot of effort is put into providing fun activities for mum and child and photographs are issued at the end of the day for the women to keep. This is by application and can often benefit the longer term prisoners. In addition to this we encourage
normal domestic visit and children attending by having a dedicated team of staff to support them in the crèche area. A parenting course is delivered within the establishment to enhance skills and encourage positive parenting. We also have a Story Book Mum project that is accessed through the prison library.

HMP Parc

“As part of the Family Interventions Unit, Parc Supporting Families (PSF) deliver 7 group interventions that specifically engage prisoners with their children and partners. The Learning Together Club, a PSF intervention, offers prisoners the opportunity to earn special visits between themselves and their children. Family Man and Fathers Inside are interventions that work with the prisoner and their partners together on issues emerging from the impact of crime and imprisonment on family life and relationships, culminating in an hour long drama presented to all the prisoners’ children and family. Parenting For Dads (PSF) is a programme teaching men fathering skills and how to maintain contact whilst inside. MPACT is a PSF adapted programme with Action on Addiction, which works with the whole family on the impact of substance misuse and prison. Talk and Play, and Numeracy and Play, are delivered in our special Family Interventions Lounge and develop literacy and numeracy ability and confidence, with the children and both parents. The Big Splash is an intervention that allows new dads the chance to learn how to bath, change, dress and feed their new born babies.”

HMP Peterborough

“During the year we have supported, advised, and advocated for parents with the Local Authority, Family Law Solicitors, and their children, working in partnership with the parents to address individual needs. We have also offered parenting courses for a variety of needs from maintaining ties to Domestic Violence. We offer a minimum of 14 family visits events per year plus additional themed events. We have specifically trained our staff to help in all areas of family support with regular training refreshers and updates i.e. child protection mother and baby training, safeguarding children etc. We have converted a specific separate contact room for the use of social workers and public supervised sessions.”

HMP Shrewsbury

“Funding has been made available to fund the crèche within the visits, the Fathers Storybook programme, Families Day within the prison and we’re now working closely with “Relate Shropshire” looking to develop courses to address the needs and issues often associated with poor parenting skills and family understanding between partners which is evident prior to incarceration.
Relate have a number of courses available to address these issues on a 1:1 basis, within groups and very importantly, including partners and children.”

HMP South Yorkshire

“STORYTIME enables prisoners to read stories to their families having them recorded to CD or DVD and sent home. The Book Trust charity have arranged to send their books to this project. Another assessment site speciality is that we also try to get him involved with his children’s school work. This is simply by finding what subjects the child is doing at school and we provide the reader with some appropriate books on the subject and these are added to the outgoing CD/DVD. There is also a book making facility to enable prisoners who wish to make a book of their poems or write their life stories to have it done in a way that they can keep and appreciate. Prisoners who have children in care are helped to attend Contact Centres and have supervised contact with their children. This involves organising a Special Purpose Licence, organising train times and including any relevant licence conditions.”

HMP Whatton

“We hold four Family Visit days a year. These days support our fathers to engage appropriately and positively with their families and supports maintaining relationships. The Library participates in family visits providing books and puzzle sheets and occasional storytelling sessions.”

2.2 Sustaining long-term relationships

HMP Bullwood Hall

“Given the barriers to maintaining family relationships described above, following our re-roll to a foreign national prison, we had limited demand for children’s visits so we have promoted these and consulted with offenders and their families to develop this provision. We now run children’s visits in every school holiday and have rescheduled these to the weekend in response to feedback. In addition, we are facilitating an extra visit this summer to avoid clashing with Ramadan to enable Muslim offenders and their families to get the most out of their visit. We have installed extra telephones on the residential units and a private phone in the induction room and we offer the Email-a-Prisoner scheme. We have recently introduced a system to enable visitors to book visits by email which is intended to simplify that task generally and also to help to overcome language barriers that exist when booking by telephone.”
HMP Coldingley

“The e-mail a prisoner facility is available at Coldingley and is widely used, not only does this contribute to greening matters but allows a quicker and efficient means of communication.”

HMP Cookham Wood

“At Cookham wood we have just embarked on the development of the use of video link technology, where young people can apply and have access to video link virtual visits with family. The idea of this came about through the use of video link to establish and maintain a relationship between and young person and his father. This has proven so useful and been of immense benefit to the young person the scheme is to be extended to include video link visits for families living long distances from the establishment, and facilitated via YOT offices.”

HMP Doncaster

“Our in cell telephone system allows prisoners to speak with their families in the privacy of their own cell. Unlike before when prisoners needed to queue in order to speak to their families and were often pressurized into ending calls to allow others to use the phone. Our Visits Centre was recently refurnished and officially opened by Anna Southall from the Barrow Cadbury Trust. It is now a centre where families of prisoners can obtain advice when visiting the prison. We have an area dedicated to external agencies who attend and offer help to those who need it such as the Citizens Advice Bureau. Prisoners are able to use an Automated Kiosk situated on each wing in order to book their visits electronically. They are able to view their weekly schedule and plan when they want their visit to take place.”

HMP Erlestoke

“The prison runs a volunteer driving service to facilitate visitors without transport to reach prison from the local station, as we are based in a rural location poorly served by public transport. The Visitors’ Centre provides a welcome place to rest and the staff are trained to provide sensitive, calm support and signpost families to the relevant help and advice where needed. The CAB and national Money Advice Service provide advice sessions and support. For those coming up to release Job Centre Plus work within the prison to apply for Community Care Grants and arrange Job Centre interviews. Prisoners who need to open bank accounts attend an A4e Money Management which provides them with information about current banking services and helps them complete application forms. Our Creative Media team were interviewed by National Prison Radio and their suggestion has resulted in a highly successful regular programme focusing on prisoners’ poetry and creative writing, which many wish to share with a prison and public audience, families and friends.”
HMP High Down

“Downs Visitors Centers Associations aim is to make visiting an offender as easy and pleasurable as possible. Staff sit with every new visitor to explain the procedures and do’s and don’ts of visiting. A play area, staffed by a combination of qualified DVCA play workers and volunteers, provides a place where children can be involved in constructive play. We are shortly to start a “Funbus” initiative where the Surrey Surestart playbus will come to the prison and mums and their kids can get involved in activities in the bus before their visit takes place. Surestart Children’s Centers and local authorities Family Information Services come into the centre and talk to young mums on what assistance and services are available. HMP High Down also provides offenders with an e-mail system we have called “E Prism”. Mail Room staff can look at the e-mails, for monitoring purposes and print them off. Offenders can reply by manually writing an “e-mail”. This is scanned into the system and is sent to the relevant e-mail address. Families of the offender have the option to “pre pay” for a reply (on behalf of the prisoner) when they send their e-mails in.”

HMP Hull

“The family worker works with offender’s families in the visitors centre, offering advice and support when managing change, carers support, and providing information to raise awareness of the impact of substance misuse within the family, including hidden harm, ensuring that progress towards recovery commencing in custody is continued upon release. HMP Hull accepts bookings via email in addition to the more established ways of communication. Additionally contact with offenders can be maintained using “email a prisoner”. Offenders are given the opportunity to work on the Story Book Dads initiative; they are able to read a story to their children via a recording transferred to a compact disk.”

HMP Huntercombe

“Special family visits are organised on an individual needs basis. These could include provision for special needs visitors, or those with mental illness or disabilities. These visits are carried out in a dedicated area where offenders can interact with their families in a quality environment. There are also special family visits days which are extended to include lunch together and a session in the gymnasium for play. Toys and games are also provided during these visits. The use of video link is also employed where appropriate to maintain communication between family members. There is also a facility whereby family members can send e-mails to offenders in the establishment. The assisted visits scheme at Huntercombe is available to visitors to help meet the cost of transport to the prison. On occasions taxis have been provided for visitors when this has been considered appropriate.”
HMP La Moye

“Assistance with transport for visits can be made through the Chaplaincy Team, which calls upon their volunteers to assist when required. Prisoners and their families from the UK mainland are also directed to make use of the Prisons Assisted Visits scheme. The Chaplaincy Team also has an arrangement with the parish church of St Brelade to provide suitable accommodation for off-island visitors. We have a number of inmates who originate from Poland and we have strong links with a local church which raises funds to assist in the travel costs for Polish family members visiting the prison. Close liaison with local ministers of all traditions seeks to ensure that support will be given to families who are known to them and affected by prison.”

HMP Lowdham Grange

“Time for Families have delivered two courses this year in partnership with HMP Lowdham Grange:

• The ‘Building Stronger Families’ course was delivered to two couples. The sessions explore communication skills, parenting and financial management.
• The ‘Home Together’ course was delivered again to two couples. This course is a one day course held in the final six months of the prisoners sentence. They explored the potential barriers to managing the dynamics of their relationship. The couples are given the chance to eat lunch together to provide some experience of spending time with their partner in a more natural environment to that of the visits hall.”

HMP New Hall

“We provide a service for those released where every women has the option to be taken to the train station by the New Hall prison vehicle. The work that goes into the family days and domestic visits encourages the relationships between family members and we also have ‘e-mail’ a prisoner. This is a facility where a family member can contact a resident via e-mail where this is vetted through our security department and sent to the wing in letter format. Where children are placed in foster care but contact is agreed, the family worker will facilitate time limited phone calls for the women and external social services are easily accessed through staff at New Hall.”

HMP Parc

“The Parc Supporting Families (PSF) team offers offers two dedicated Family Support help lines to provide practical information such as how to get to the prison, how to get help claiming travel expenses and the provision of a free bus from the local train station. The PSF team
has also created a number of specialised visits including the Learning Together Club that encourage fathers to engage with their children through an educational medium, Family Centred Visits and Family Intervention Lounge visits that encourage families to spend quality time together. There are a number of Family Intervention programmes run by PSF. These include programmes such as Family Man, Fathers Inside, Language and Play, and MPACT. These programmes offer a holistic approach involving the whole family. The PSF team also champions the e-mail a prisoner scheme and secure payments service at HMP & YOI Parc.”

**HMP Peterborough**

“Regular events in 2012 have included:

- Assisted prison visits to cover the cost of travel
- Story book Mums & Dads
- Phone calls
- Video links
- Free letters both weekly and children’s letters
- Email a prisoner
- Extended visits
- Family days / lifer days
- Help with letter writing”

**HMP Shrewsbury**

“The development of links and ties with Shropshire Relate and the introduction of intervention courses is a mechanism that will hopefully help to sustain longer trouble free relationship whilst in prison and ultimately upon release. Advice and guidance on the use of prison visits transport is readily available through staff within the visits centre and on the 24 hour telephone system and via use of email for families to email in to the prison and then forwarded to the prisoner. Greater and more flexible use of the inter prison video link is readily available and encouraged by prisoners to maintain contact with families and partners in other prisons. The use of prison mentors by prisoners on release are available and are used when undergoing release on temporary license by prisoners experiencing release after long periods of imprisonment.”

**HMP South Yorkshire**

“At the open sites we have prisoners receiving regular periods of Home Leave and Community Visits. We have assisted several prisoners to maintain contact with children in care, or children who are subject to ongoing court proceedings, via contact centres and Social Services.
‘Email A Prisoner’ scheme allows family members to use email to keep in regular contact. Across all three sites we have run several family days in which partners/children attend the prison for the whole day, we generally run with a theme so far we have covered horticulture and had a day planting flowers and vegetables, our next theme is a sports day/Olympic theme family day.”

**HMP Whatton**

“There is a multi-disciplinary approach to Lifer Days and Family Visits days, as NVQ Catering Candidates provide a buffet for the events and our Gym team take part on lifer days to support the men in terms of health promotion and team building.”

**2.3 Building friendships and social networks**

**HMP Addiewell**

“The Goals programme uses a strong ongoing mentoring theme. Staff deliver the course and are essentially supported by Peer Tutors, who follow up with Prisoners on the wing around individual goals set by the prisoners whilst on the programme. The critical value of the peer tutor is to maintain the momentum and enthusiasm of the course throughout the sentence or for as long as his prisoner colleague requires his support. Using, applying and maintaining the process is more important than attendance on the course and the peer tutors are instrumental and provide ongoing support and encouragement sometimes through very difficult times.”

**HMP Bullwood Hall**

“We record details of the languages each offender speaks, and their religion and cultural background. If someone is in crisis then a Befriender of a similar background can often help them. The Befriender’s number one task is to visit all new arrivals. Often new prisoners think we are a deportation centre so there is a lot of fear. Generally our Befrienders help with anything including listening, translating, helping staff on the wing and discussing issues surrounding immigration. It can be as simple as helping someone whose English is basic to filling in an application form.”

**HMP Coldingley**

“The Crime Diversion Scheme is recognised for its contribution to preventing further crimes and reducing numbers of offenders within the Criminal Justice System. Each week, the KeepOut team at HMP Coldingley provides young people with information to make informed
choices about why not to offend. The professionally developed programmes are aimed at young people who are already engaged in a programme of intervention or prevention in their outside community. KeepOut provides a full-time work based location for up to seven prisoners at any one time. In addition, the scheme enables other prisoners to work as volunteers on the one-day intervention events.”

**HMP Cookham Wood**

“We have introduced a partnership working approach to the delivery of the Duke of Edinburgh Scheme between custody and the community. Cookham Wood has become a DoE centre and through our youth service provision and joined partners with Medway STC and Medway YOT. This innovation is to help young people leaving custody meet new friends and peers, to give and receive positive peer influences and support whilst in custody, on ROTL and when returning to the community.”

**HMP Doncaster**

“Our buddies are situated within our reception department and on the First Night Centre to help new prisoners settle in quickly. They are also situated throughout the prison and always on hand to offer help and advice to prisoners when required. Community Case managers can help clients link in with support groups in the community. For example at Turning Point in Sheffield there is an Ex Services support group which clients have found helpful and have developed new friendships. There are also other projects such as the Archer Project in Sheffield that run courses and this is a great support network for clients. Catch 22 Volunteer Mentors also work alongside Community Case Managers to provide a strong support network for the client.”

**HMP Erlestoke**

“Peer mentors are encouraged to gain certification to recognise their skills and support potential future volunteering in the community. We motivate prisoners to develop interests and engage in hobbies, sports and other activities that they may be able to continue on release. For example, an A4e Sewing, Embroidery and Tapestry programme and affiliated enterprise work has enabled prisoners to develop new skills themselves and developed their abilities and knowledge to teach and support others who wish to learn and work in-cell on the wings. The Resettlement team discusses activities that interest each prisoner prior to release and provide local or national contact numbers that would enable engagement in the community. The Resettlement team arranges volunteering or work support via a number of appropriate charities or organizations who support ex-offenders. The Men’s Health Days and Resettlement Events provide every offender with the opportunity to both engage with local support groups who may be able
to support offenders on release and to meet and interact with other prisoners who have hobbies they wish to share.”

**HMP Hewell**

“As part of puppy training, hearing dogs are taken to various environments as part of their coping strategy and getting used to a wide range of noises and day-to-day life. The prisoners socialise the puppies in Redditch Town Centre and have created and developed their social skills and feedback from the local community is extremely popular due to the nature of the training.”

**HMP High Down**

“Duncan Woolley formed Lighthouse Mentors in 2009. Four mentors met four mentees in the chapel and Lighthouse mentors was launched. Lighthouse Mentors is a scheme which aims to provide one-to-one support and guidance to prisoners who are within three months of release from prison. They then work with them in the community for up to six months after release. The scheme is designed to help prisoners determine the life they want to lead away from crime, building their self-esteem and confidence by enabling them to chart their own journey toward a set of goals while knowing that dedicated support is always ready and available.”

**HMP Highpoint**

“We have a designated person as Class Representative in the art room. All new pupils are introduced to him. Any issue, grievance or complaint a student has about their learning, other staff or class peers; they have the option to pass this information on through the Class Rep as an alternative to a member of staff. Our Peer Support Worker in Graphics, having achieved the full scope of our accreditation, has now taken on the role of introducing new students to the Photoshop software; demonstrating the basics to get started. Offenders are encouraged to attend peer mentoring course Award in ‘Preparing to Support learning.’ When they graduate they work with teachers in the classroom. The Toe by Toe project mentors are trained and encouraged to support their peers.”

**HMP Hull**

“Age UK has been facilitating twice weekly social club for men 50+ which includes provision of hot beverages, pre-activity reading materials/games, structured group activities designed to aid relaxation, peer communication with quizzes covering a variety of topics and variety of means – visual, verbal, written. There are also physical elements such as magnetic darts, quoits and spatial activities e.g. reassembling shapes.
A ‘Buddy’ scheme involves selection of prisoners to provide practical support to prisoners with additional physical needs. Practical help includes collecting of meals and laundry, cleaning of cells and help with applications. Our involvement includes screening candidates looking at their previous offending, behaviour, induction, attending prisoner consultation meetings around needs of prisoners, monitoring written feedback from service users, liaison with uniformed staff, contribution to investigation and action where required about complaints.”

**HMP Huntercombe**

“There is a regular coffee shop held in conjunction with the Salvation Army, this enables different individuals to meet a casual and less noisy environment than the unit association areas. This encourages the quieter and in some instances lonelier men to attend and build relationships that may not be possible on their residential units. In conjunction with the coffee mornings there is also a book club held to encourage people to meet and discuss the books they are currently reading. There is also an older persons coffee morning held which caters for the need of older residents and helps provide a mutual support and mentoring group. A chess group meets on a weekly basis in which chess players of differing standards also attend from the community. This has led to a community developing through their mutual interest in the game and has improved the standard of those attending. There is a guitar club available to beginners only. This is to encourage people who are new to playing instruments to take up new pastimes.”

**HMP Isle of Wight**

“The peer mentoring network entails providing support and ‘buddying’ to peers and the mentor attains an NCFE for Peer Mentoring. This scheme is expanding and is in the process of reaching out to all Wing Orderlies and Gym Orderlies. Within Interventions, a successful Peer Mentoring scheme was launched in 2010, initially to support SOTP group members and in 2012 expanded to encompass all programmes. Across HMP IoW, the Education Team employs Peer Mentors within each area, also being the wing representative and support agent in residence. For those requiring more intensive support, the Peer Mentors provide one-to-one support, also taking their knowledge of prisoner experiences and feelings to the Education Focus Groups. Learning Disabilities are in part identified upon reception, which affords education practitioners the opportunity to include support structures in the formation of the Individual Learning Plan. Prisoners are also afforded further support through intensive wing support sessions, activity packs and specialized support from both professionals and by specialist classroom assistants (peers).”

2. Improving relationships

2.3 Building friendships and social networks
HMP La Moye

“P.E. competitions are held on each wing. Prisoners work together and take the initiative in organising and leading these events. Prisoners who have completed a CYQ Gym Instructor course are able to become orderlies in Referral Gym sessions. This allows them to support their fellow prisoners in a recreational gym setting by providing advice regarding suitable exercise and use of equipment. It also allows the orderlies to build on their learning by putting it into a real life context. La Moye runs the Toe by Toe initiative which enables prisoners to learn to read with a peer mentor. As mentioned before, the Listener Scheme is also available. The objectives of the scheme are to assist in reducing the number of self-inflicted deaths, reducing self-harm and helping to alleviate the feelings of those in distress.”

HMP Lowdham Grange

“In 2011 the Official Prison Visitors scheme was rolled out at HMP Lowdham Grange. There is no financial benefit to becoming an official prison visitor and the benefits for prisoners are not having to discuss their offence unless they choose to, having someone to talk to on a regular basis who is from the community. The Bridging the Gap Pen Pal Scheme is designed to help prisoners keep contact with someone in the community. It is a registered charity that provides volunteers with an opportunity to write to prisoners, setting their own guidelines about how often they choose to write.”

HMP New Hall

“Within our education department, we provide a peer mentoring scheme where residents are available to help those who would possibly struggle in subjects otherwise. This also leads to positive friendships which can provide support throughout their time in prison. We have trusted residents that are part of a listener scheme. They are available for troubled or vulnerable residents or women just needing someone to talk to. New Hall hosted a focus group with a representative from NOMS to discuss mentoring for women being released.”

HMP Parc

“The prison has instigated under its umbrella project ‘The Right to Feel Safe’ a support and mentoring group called Parc United specifically for Gay, Bisexual and Transgender (GBT) prisoners which has been identified as the one group most difficult to reach in the prison world. This support group is open to any one of any persuasion and celebrates the diversity of our community. EcWales have also delivered programmes and discussions on sexual orientation and transgender issues to both Parc United and staff. In addition Parc has linked itself up to The Terrence Higgins Trust Cardiff who have provided talks on
sexual health and also provided condoms for the prison in line with its condom policy. Parc has made a concerted effort to up its membership of Galips (Gay And Lesbians in the Prison Service) which has risen from 3 to 72 in less than a year. The wearing of rainbow badges by staff is an important inroad into making prisoners feel more supported.”

**HMP Peterborough**

“Both male and female estates have a team of selected prisoners, called ‘Connections’ who take responsibility for offering peer support throughout any custodial sentence. 2012 has seen a new induction programme designed, and includes areas that draw on a Connection worker’s support. They play a major part in the settling of any new prisoner and are on hand for help and support from within The Links, where they are based. On the male side the Connections team is also involved in the initial assessment for prisoners eligible for the One Service, for which HMP Peterborough was selected to trial.”

**HMP Shrewsbury**

“Peer mentoring is actively encouraged through the Toe by Toe scheme, through the use of prisoners as meeters and greeters; the listening scheme and learning support assistants and as Shrewsbury has a high proportion of elderly prisoners, through a care scheme where individuals voluntarily support and care for other prisoners needs acting as full or part time carers. In addition prisoners are encouraged to play an active role in attending the many prison consultative groups and meetings giving voice to the running and input of the prisoner population including the Over 50’s group, the Race equality & Diversity meeting, the Gypsy and Travellers group and the Gay, Bi-sexual and Trans-gender meetings to name but a few.”

**HMP South Yorkshire**

“At all three of our sites we run ‘email a prisoner’ whereby family members can email in to their family member in prison. At our open sites we have organised several Outward Bound trips by the gym, previous trips have been to the Peak District. Across all three sites we have visiting sports teams (cricket & football), playing in local leagues. At the closed sites the teams play in the prison and at the open site the teams can play both in the prison and away games. Prisoners involved annually in the local community (mainly in Thorne) putting up and decorating the Xmas Trees supplied by Doncaster Council. Across at the working site we have Prisoner Information Desks whereby a trained prisoner is available on all house blocks to talk to other prisoners and pass on information regarding visits, library dates, how to apply for work etc. We also run Toe to Toe support for learning, whereby prisoners assist other prisoners in their basic education skills., as well as various peer support groups.”
HMP Whattton

“In the Programmes department we have Programmes Support Volunteers. The role is to provide information and support to fellow offenders regarding their experiences of offending behaviour programmes. Within our Gardens Department, raised flower beds have been created for the OPAL prisoners group to have the activity of planting flowers and managing them. The PE Department have a programme for outside teams to visit at the weekends, this involves both prisoners and staff. Sports days are run by the gym, and are well attended. Toe by Toe is run by a prisoner who works in workshop 8, supported by an Instructional Officer. Games reps – this is prisoner run, and involves inter wing competitions in pool and darts. The reps also run quizzes.”

2.4 Inculcating a sense of responsibility for others

HMP Bullwood Hall

“We have a number of roles for offenders such as Peer Mentors, Representatives and Befrienders that offer offenders the opportunity to make a difference in our own community. We also have a number of links with charity and community organizations that we utilize for this purpose and to facilitate community engagement. Our workshops recycle wood, both our own and from local outlets, to create resources for local schools and a local children’s hospice. Initially, these were mainly bird boxes and children’s furniture but we are now expanding this to include educational resources for nurseries and primary schools. We regularly raise funds for local parent teacher associations and the hospice by selling plants that we have grown in our gardens and by recycling prison issue and, with their consent, offenders' personal shoes and clothing. We have actively sought voluntary work including sorting clothing for Sue Ryder Care which has led to a work placement for offenders in one of their local shops.”

HMP Coldingley

“HM Inspectorate of Prisons in 2010 recognised the positive use of orderlies within many departments at Coldingley. Induction is largely presented by prisoners, other key areas using peers as mentors include healthy living, resettlement and healthcare (Prisoner advisory liaison).”

HMP Cookham Wood

“HMP Cookham Wood has established strong links to a community allotment project and to a local cerebral palsy unit. Young people are eligible for Release on Temporary Licence (ROTL) to the projects and give their time to help provide a service back in the local community.
We have seen young people really grow and develop through the opportunity to volunteer whilst in custody by means of ROTL. We have had young people express their intention to continue volunteering back in their communities upon release.”

**HMP Doncaster**

“We have Restorative Justice Champions on each wing who help to explain the process of Restorative Justice to other prisoners to encourage them to take part in the process. As part of our Alliance Offender Management, we engage with members of the community to encourage Volunteer Mentors who help support prisoners on release. A client also has the opportunity when significant progress has been made to become a mentor. There are also options for clients to do voluntary work in the community such as the allotment project and RSPCA. Prisoners will be encouraged to apply for mentoring schemes which are available whilst in custody e.g. the Buddy scheme, Toe by Toe scheme and to become trustees. Mizspelt Yoof is a three day creative programme for young people who have been identified by schools and local police forces as being at risk of offending. The young people are invited to come into the prison and work with our highly trained prisoner facilitators to produce a performance that their friends, parents and carers are invited to.”

**HMP Erlestoke**

“There are many opportunities for men to volunteer within the prison including Listeners, Toe by Toe mentors, Library Champions and Health Trainers. Peer mentors are used extensively to support individuals, classes, activities and as Outreach tutors. Formal training, qualifications and the opportunity to gain NVQ qualifications for on-the-job work in Customer Care or Team Leading are offered. Alongside the Pimlico Opera production of West Side Story there will be an industrious programme of creative enterprise production led by peer mentors. A creative art project started in autumn 2012 based around restorative justice, resettlement, self-awareness, image and ambition. Professional photographers work with staff and individuals producing an art exhibition that links offence acknowledgement, victim awareness, career ambition and reducing reoffending. A current innovative project is working in partnership across the prison and with Victim Support to build a mosaic using tiles created by prisoners focusing on restorative justice. Weekly sessions run by prisoners for those in the community with learning disabilities encourage them to consider and support others. There are regular opportunities for prisoners to plan and run music and gym events to raise significant funds for charities.”

**HMP Hewell**

“The original prisoner’s involved in the Prison Hearing Dogs for Deaf People Partnership is training new prisoners in looking after and
training the new puppies. One prisoner is now travelling from HMP Hewell on a daily basis to the Hearing Dogs for Deaf People Charity in Buckinghamshire, to undertake specific training to pass on to other prisoners and assist with the project.”

**HMP High Down**

“Serving offenders help with the promotion of general health, sexual health and vaccinations of offenders within HMP High Down. All reps undertake a NVQ level 3 in advice and guidance and taught how to recognize the signs of self harm. The reps responsibility for others does not stop just at serving offenders at High Down it extends to outside community, because when those offenders are released, they will join our community and the healthier they are the better. The scheme won a World Health Organisation best practice award and is now being rolled out to three other prisons. HMP High Down participates in the Sycamore Tree programme twice a year with the funding coming from the Prison Fellowship. The programme raises victim awareness among offenders and teaches the principles and application of restorative justice.”

**HMP Highpoint**

“A4e staff at Highpoint South have to be pro-social role models in order to affect prisoner change. This is done through a consistent, strong behavioural model and by our tailored personal and social development programmes. We use peer appraisal feedback strategies on an informal basis when discussing students work in pairs but more recently in a focus group meeting students requested that we apply a formal structure to this method whilst blending record of peer appraisal/presentation into the assessment process.”

**HMP Hull**

“Mentors can provide practical information regarding the types and function of programmes that are delivered and are also able to address concerns and fears about programmes that other prisoners may have. A restorative event has been held and it is expected that in excess of 100 offenders will complete Restorative Justice workshops during the year 2012/13. In addition, HMP Hull was recently successful in securing funding to train staff in the delivery of restorative justice conferencing. HMP Hull is also the site of a Psychologically Informed and Planned Environment (PIPE), which specializes in meeting the needs of offenders with personality difficulties. The PIPE, with its enabling environment is an excellent example of how attitudes and behaviour can be improved on a wide-scale.”
HMP Huntercombe

“The Buck project helps offenders gain qualifications and achieve their life goals. The team of mentors offers advice, information and guidance on educational and vocational matters. Peer mentors are trained and experience the mentoring process themselves before acting as positive role models. Once trained the mentors complete a profile which includes areas they are experienced in. They are then matched to a “mentee”, The two of them then work through a personal development plan. This forms the basis of research for the chosen career path of the “mentee” and an information plan is produced. This will show the career description, qualifications required, potential funding and an individual progression plan. They also provide a reactive support network for mentees post release. In addition there are 12 Toe by Toe mentors who assist in helping others to read and write.”

HMP La Moye

“Prisoners are encouraged to support each other in lessons. Peer mentoring can be seen in all art classes and has also begun to work well with open learning. Peer mentoring occurs during vocational training in the workshops. Key workers have been employed alongside employees who support people with the various techniques required. Prisoners with English as a second language often support each other during work by providing translation to staff should an individual have difficulty expressing themselves in English. We also provide the Toe by Toe scheme which enables prisoners to learn to read by peer mentorship. Restorative Justice is considered if appropriate, dependent on a range of factors including the victim’s wishes and feelings.”

HMP Lowdham Grange

“Restorative justice has been an area of focus for us over the last 12 months and it has allowed us to facilitate one very in-depth victim/offender conference. This was a very powerful experience for both the victim and the offender and positive feedback was provided by both. The Buddy scheme is a peer support scheme for prisoners. The volunteers receive appropriate training from a range of professionals to equip them for the role and work with individuals to support them on their journey through custody. They also work very closely with the Safer Custody team to help support those that are particularly vulnerable.”

HMP New Hall

“A lead has been nominated to implement restorative justice. Our shelter department and the Together Women Project (TWP) advice and support centre have a trusted resident that links both services, to limit the duplication of work. Through her being involved at this level, she
has been nominated for an Advice and Guidance NVQ and is awaiting a decision. The skills that are gained in a scheme such as this can be transferred into the community and maximise employment opportunities on release.”

HMP Parc

“The Families Intervention Unit (FIU) is a revolutionary residential unit that has the ethos of instilling social responsibility on its residents. All individuals who reside on the unit are required to complete an agreement to abide by during their stay on the unit. This agreement includes things such as addressing offending behaviour, abstaining from substance misuse, not engaging in violent or discriminatory behaviour, showing respect for themselves and others and following rules and regulations. The FIU places an emphasis on giving something back to the community and this is achieved through creating partnership links with local charities. A partnership was created between the FIU and Ty Hafan, a charity that offers care and support for life-limited children and is dedicated to improving the quality of life of their whole family. The individuals on FIU have shown enthusiasm and motivation to help in fundraising opportunities for this charity through events such as staff and prisoner football matches, charity rowing and cycling. These programmes encourage the involvement of family members including their children, which reinforces the responsibilities each individual has to others.”

HMP Peterborough

“Within the male prison an opportunity was given to the Connection Workers to gain an accreditation via an NVQ in Advice and Guidance, funded by the One Service. Currently 30 male prisoners have completed this process and gained a Level 3 qualification. Two male prisoners have subsequently completed their Level 4 qualification.”

HMP Shrewsbury

“Many prisoners need no encouragement when volunteering is required for many activities, programmes or initiatives and act as mentors, listeners, SLA’s and many have through the SORI course opened themselves up to be part of the Restorative Justice scheme. Many selflessly volunteer to work with the disabled groups that visit the establishment or offer their services to undertake voluntary unpaid work in charity shops or organisations such as residential care homes.”

HMP South Yorkshire

“We are partnered with REMEDI who deliver victim awareness, and offer the opportunity to all prisoners to take up Restorative Justice.
We are also training up 16 staff to become restorative justice facilitators. We recently linked up with South Yorkshire probation service and South Yorkshire police to assist in their PPO restorative justice programme and have just facilitated two very successful conferences with more planned. At our open sites we have prisoners working out at several local community projects. Current placements include charities (PDSA, RSPCA, Sue Ryder & Barnardo’s) and local council parties whose work includes community projects and general maintenance of community centres. Thorne House Autistic Community bring residents to use the gym facilities (prisoners work with the visitors from Thorne House, enabling them to use the gym and other activities in a safe environment). They also come to Hatfield for their Xmas Party where staff and prisoners contribute to the party."

**HMP Whatton**

“The Writer in Residence, Joel Stickley, holds regular workshops in the library and we continue to provide space for Toe by Toe sessions, Whatton Earth, Health Education Displays and Art Work. The Gardens department prisoners have assisted in the design, creation and maintenance of the prisoner palliative care area. Each unit has a gym rep, they meet with the PEI's on a regular basis and act as information source to prisoners on the wing. The Learning & Skills user group is a quarterly meeting run by Regimes and involves prisoner reps from all groups around the prison. Discussions are around support for L&S, HMIP/OFSTED action plan.

The Equality reps cover all of the equality strands:

- Opal - for older prisoners with partnership work supported by Age UK
- Disability - representatives for disability are on each wing
- Gay Bi sexual and trans gender - Xpressions is a peer support group for gay men within Whatton
- Faith - Representatives and meetings are run from the chaplaincy
- Race - representatives are on the wings

Karl Taylor, Fran Lee-Thompson and a prisoner have developed a training package for reps that has just been put into power point format and Newbold Revell have expressed interest in this in terms of making it accredited.”
3. Developing capabilities

3.1 Supporting numeracy and literacy

HMP Addiewell

“Peer Group Members are critical to the success of the GOALS programme and are selected on the basis of their passion, enthusiasm and commitment to the values and principles of GOALS. We have one previous prisoner, who successfully completed the course who maintains regular contact with existing prisoners and firmly believes that GOALS has contributed to his current personal and economic success.”

HMP Bullwood Hall

“We worked for a year with Colchester Institute on quality improvement specifically related to literacy, numeracy and language and its function in increasing employability. We are currently running a joint project with work based learning providers to link to apprenticeships. In addition, we have run the Communication Workshop in conjunction with a local University referred to above, which has had an emphasis on the development of oral communication to support increased employability. The Toe by Toe scheme has provided a volunteer who works closely with prison staff and trains new mentors and supports existing mentors.”

HMP Coldingley

“Coldingley is at the forefront of using Toe by Toe mentors which improves literacy levels amongst the population. A creative writing course is also delivered and is available for all to attend.”

HMP Doncaster

“We work in partnership with the Manchester College who deliver in scope education to the prisoners however we have also developed a network of providers who can deliver ‘out of scope’ subjects. We recently began a project with Intertrain, which has resulted in them setting up an academy where prisoners can be trained and then released on ROTL to attend work placements. Community Case Managers can refer to different education providers in the community such as colleges, community centres and other charities. Numeracy and literacy skills are embedded throughout the support for example completing relevant forms. Case managers will refer and encourage their clients to attend education and to apply for the Toe by Toe scheme either as a mentor to help other prisoners with their reading or if they feel that they need assistance in reading themselves.”
HMP Erlestoke

“Peer mentors support learners in classes and also as Toe by Toe mentors and outreach tutors to develop literacy and numeracy. The book club meets monthly and always includes an easy reading option to encourage those with developing reading skills to engage. The Library Focus Group represents the range of the prison population and their suggestions for new library stock including graphic novels, newspapers, topical paperbacks and classic novels. Non-readers and developing readers are paired with suitable confident reading buddies who work together using the skills of one to benefit the other. Prisoners regularly produce interesting articles for the Paper Soldier Magazine sharing their learning experiences and recommending reading for pleasure or work as a life long habit. Peer mentors help run the essential skills diagnostic assessment for all inductees and also run the Units of Sound the audio programme that develops phonic reading skills. Numeracy is embedded in all the vocational courses as for learners it becomes more relevant practiced in a realistic context than in a generic lesson. Speakers from local businesses visit and when discussing career options endorse the importance of essential skills in the workplace today and in following customer briefs and ensuring financial business viability. A PTTLS learning support group operates to foster a culture of dynamic and innovative teaching, reflective practice and continuing professional development.”

HMP Hewell

“HMP Hewell currently procures its Offender Learning and Skills Service (OLASS) from The Manchester College who are involved with the Hearing Dog Partnership, providing support to prisoners. Hewell also work with South Birmingham College, Dudley College and Bournville College.”

HMP High Down

“HMP High Down has been running Shannon’s Trust, Toe by Toe project for approximately 6 years now. The project encourages one to one learning and uses Peer Mentoring Scheme that enables offenders who can read to help those who can’t read very well. Learning is one to one and often in the comforts of their own cell. This allows privacy and a calm atmosphere for both “teacher and learner”. Successful completion of the booklet results in a Shannon’s Trust certificate presented to the offender. The educational classes available at HMP High Down all have an element of “transferable skills” in the curriculum- for example the Construction and Cookery classes will ensure that maths skills are taught as well as the physical elements of the course. Classes’ available here at High Down are tailored to meet the academic requirements of workplace needs to ensure upon release they have achieved useable skills to ensure the best start to succeed.”
HMP Highpoint

“Our Toe by Toe and ADL Adult Learners Support service provides each class tutor with a learner working to achieve City and Guilds course in ‘Preparing to Support Learning.’ The priority behind all teaching is support for improvement in English and Numeracy which then enable the learner to cope with more practical and vocational classes. It is comprehensive in scope while cultivates a reflective style of self assessment. This practice carries value for kindling self-awareness. This student centered one-to-one approach has time and time proven the catalyst towards the rehabilitation of the offender.”

HMP Hull

“All offenders are screened for their literacy and numeracy needs. Within our Resettlement Unit we deliver literacy learning through the Shannon Trust’s Toe by Toe framework. Two offenders working in Resettlement work on a one to one basis with offenders wishing to improve their literacy skills. This is done in a calm environment where offenders can feel comfortable and where there is no sense of stigma.”

HMP Huntercombe

“The education provision at Huntercombe is currently provided by Manchester College who facilitate a full curriculum. There has been a recent outstanding success in the Koestler awards, including two prisoners winning the prestigious platinum award. One offender has been offered a mentoring placement. Toe by Toe mentors play a significant and ever increasing role in improving literacy levels and supporting their peers. This is supplemented by the work done by prison orderlies working as teaching assistants and personal trainers. A number of offenders are used in responsible positions working with agency partners such as Tribal and St Giles trust where they have gained level 3 qualifications and valuable work experience. The first ex offender to be employed by the Shannon Trust has come from Huntercombe. Accreditation is offered in all Learning and Skills areas to those mentors and orderlies in responsible positions including Business Administration for those individuals in office and customer facing roles. The prisons gardens also offer qualification based employment and has made great progress, they attained runner up spot in the Windlesham trophy fresher’s competition.”

HMP Isle of Wight

“HMP IoW utilizes accommodation to ensure education is delivered in appropriate environments, whilst also facilitating peripatetic delivery to allow access to vocational skilling in conflation to education. Congruently, HMP IoW’s education provider make use of its Peer Mentors in supporting learning or learners needs outside of classrooms
with Education also providing one-to-one tutorials for those with Learning Disabilities, developing collaboratively coping strategies to aid learners in overcoming barriers to engagement. As a part of its Decency Agenda, HMP IoW has a strong ethic to ensuring responsiveness to individual need. A prime example of this is in meeting the needs of those identified with Learning Disabilities and accessing education. The Education team has a qualified Dyslexia Assessor, who can provide assessment, recommendations and suggest reasonable adjustments to be as inclusive as is possible. Reasonable adjustments are also a key factor in selecting and recruiting programme groups, whereby the Intervention Peer Mentors can be utilized to provide out of session support.”

**HMP La Moye**

“Each prisoner receives an induction to the Learning and Skills Department during which their educational needs are identified. This is followed by an initial benchmark assessment for literacy and numeracy which identifies weak areas. From here, an ILP is developed which provides a basis for objective-led teaching support. If a prisoner’s first language is not English we have a dedicated ESOL teacher who assesses their English literacy level and provides appropriate support. For all other prisoners Functional Literacy and Functional Maths are provided by a dedicated specialist teacher. We also provide the Toe by Toe scheme which enables prisoners to learn to read by peer mentorship. Inmates achieving Level 2 Literacy and Maths can extend their learning by taking higher level courses via our Open Learning programme.”

**HMP Low Newton**

“The Learning Shop is based inside the prison library and provides an interactive environment which uses innovative approaches to involve people with literacy that would normally be excluded from traditional learning places. Every day the Learning Shop receives a diverse group of women from the prison, all different ages, different interests and abilities and all with individual needs. Library staff work with the women on a one-to-one basis to ensure a tailored approach to literacy needs. The shop runs a number of events based around literacy which other parts of the prison can also engage in. These include a book festival, the production of a short film, making handmade books, a 6 book reading challenge, reading aloud groups, a public display forum for prisoners to display their creative work, and a combined book/film club. The Learning Shop is also runs a Family Visit Day where the library development worker reads to children and mums in custody on child/parent visit days to help encourage a habit of reading in the child and the wider family.”
HMP Lowdham Grange

“The Education Department successfully runs a Teaching Support Assistant (TSA) course designed to enable prisoners to learn and develop essential skills to support others in their learning. The TSAs offer excellent support for their peers in literacy and numeracy and break barriers to learning as learners may speak with a peer who understands their experiences. There are also Toe by Toe mentors who work closely with tutors to learn how to support non-readers to develop essential skills for reading. The newly developed Student Forum is also working to enable learners to have a ‘voice’ and take more ownership of the learning environment by enhancing the display boards in Education so that students may share their work and creativity more readily. This also promotes oral literacy through well-led discussions considering appropriateness and relying on careful listening skills too.”

HMP New Hall

“Manchester College is our main provider and partner in the delivery of educational courses and pre-release employment courses. We also have a partnership with Working Links who is primarily focused on Through The Gate practical support, to access education and employment opportunities on release. The service they provide currently is CV writing, job and Education applications, criminal conviction disclosures and interview techniques. When a woman is received into custody, it is established whether she was in employment previously, and where this can be sustained. It is working links that would liaise and support with this on the resident’s behalf. We also have the Toe by Toe service and we also promote and deliver distance learning courses through the Open University.”

HMP Parc

“The education department on the Young Persons Unit (under 18s) has begun writing individual timetables in liaison with other departments such as healthcare to meet the needs and build on the strengths of young people who present complex individual requirements. Examples of difficulties that have been met include low IQ rates, school failure, phobia and ADHD. The timetables often are pictorial and some young people are assigned an LSA (Learning Support Assistant) who will support them until such a time that mainstream groups can be joined. The individual timetables include practical subjects such as cookery and art that act as positive re-inforcers, as well as more traditional subjects. So far those on Individual Timetables have made considerable progress and achieved OCN certificates in Art and Design, Koestler awards, and some have taken part in workshops run by Business Dynamics, an outside organisation that runs courses that build up confidence, develop team work, nurture problem solving and improve communication skills.”
HMP Peterborough

“We employed a new literacy teacher whose start inspired a new approach to learning by referring to historic examples to keep the learner engaged. Her research has involved personal contact with many authors, which has been a huge benefit to the learners because of their personal generosity of donated reading material. Our tutor also draws on her personal heritage to include interesting stories to stimulate communication and interest with her learners.”

HMP Shrewsbury

“The prison works closely with other educational institutions such as Tcat college, Shrewsbury College, Stoke on Trent College, Shrewsbury County Training and through courses delivered through the Open University. Prisoners who have the ability are encouraged to enroll on a variety of courses that support building on previous knowledge, gaining new skills and gaining enrichment of areas they possibly thought they could not. Through this, the Adult Learning Centre tries to ensure all prisoners have the opportunity to gain the most out of their stay and focus on positive alternatives to reoffending. The Adult Learning Centre encourages learners with specific skills to support other learners within classrooms, as Toe by Toe mentors and through the employment of Learner Support Assistants.”

HMP South Yorkshire

“Education provision is supplied by Manchester City College. An individual diagnostic assessment informs the content and delivery of their learning programme and an individual learning plan identifies the skill development required. Manchester College is committed to helping prisoners make the most of their learning experience and any additional support needs are identified and addressed. Those who wish to progress to higher education or OU, with the support from a dedicated tutor, can apply for funding support through the Prison Education Trust. Within the classroom and library provision we have peer mentors who support Toe by Toe. Learners are encouraged to develop their skills within the library facility and the writer in residence visits twice a week to support learners with their creative writing techniques. Personal, social and employability skills are addressed through a range of courses such as Citizenship, Countdown to Release and family relationship programmes.”

HMP Whatton

“As part of the NVQ Catering qualifications candidates are tasked with the creation of recipes and the costing of them. Prisoners working within the Staff Mess as part of their daily duties are required to manage and update stock records accurately. Workshop 8 currently has two prisoners
that assist the instructor and prisoners to complete an employability qualification. Embedded literacy and numeracy is delivered as a class session within the workplace by a qualified literacy or numeracy specialist who is also a vocational lecturer or delivered on a one to one basis by an outreach worker who delivers in workshops throughout the establishment. Outreach workers are employed by the education provider and their remit is to ensure that all inmates who require literacy and numeracy support are given this continually throughout their stay.”

3.2 Developing social and other skills for work

HMP Addiewell

“GOALs UK are a social enterprise organisation with over 20 years’ experience and a proven track record of offering motivation training programmes. We have undertaken the ‘Train-the-trainer programme’ and continue to benefit from the ongoing support of the organisation. We are considering training more staff to be effective informal and formal facilitators to provide additional follow up expertise at suitable points during the prisoners’ journey.”

HMP Bullwood Hall

“We take a whole organisation approach to developing employability and so offenders have the opportunity to achieve units in work parties, PE, drug programmes and in various orderly roles including IAG and the library and we are now introducing it onto residential wings. Those who do not access the scheme because their literacy or language levels are low are supported at work and in a group. Healthy Living courses are run through the education department and link in with the gymnasium and Inside out drug programme. The multi cultural Healthy Living course is a joint initiative with the Imam and Chaplaincy. This programme seeks to develop an understanding of healthy diet and nutrition within the context of different faiths and cultures and their associated diets. We also work with a local university to jointly deliver a communication course through drama workshops.”

HMP Coldingley

“A prison council has been established for over a year, meeting monthly with representatives from residential areas and other key prisoner roles, they are able to discuss a range of issues as well as being able to question directly invited heads of function about all aspects of prison life.”
HMP Cookham Wood

“We have instigated and developed our young person council within Cookham Wood. The council is a fully elected body, elected by young people to serve young people. The council has representatives which sit on many of the establishment’s key committees or meetings, including the Senior Management Team meetings. The council is involved in decision making and local policy and regime changes and development. They have been pivotal in the introduction and sustainability of our quarterly young person’s survey, which has a return rate in excess of 85%.”

HMP Doncaster

“Partner agencies that we work with actively encourage attendance of workshops such as CV writing and Interview skills. The MAC course also covers employability skills to support clients when they are released from custody. We also encourage clients to develop social skills and effective communication in the community for example when liaising with the Job Centre we advise how to appropriately discuss and challenge anything. Prisoners are encouraged to develop their portfolio and opportunities by associated ROTL schemes e.g. Doncaster Rovers, Railtrack etc.”

HMP Erlestoke

“Prisoners are engaged in focus groups about every aspect of prison life. Regular surveys are undertaken about different aspects such as education, wages, resettlement, visiting arrangements, healthcare etc. The responses are analysed and published together with the resulting answers and action plan – You Said We Did. The HMRC runs workshops for those due for release to update them on the tax system for employers, employees and the self-employed. A number of local organizations interview those due for release and make through the gate arrangements to support volunteering, work experience and job seeking. A local HR Director attends to run workshops developing interview skills covering appearance, body language and interview conduct and content. Those who are employed in busy productive work areas have to learn and apply fundamental work skills in organization, communication, working with others and problem solving. We work closely with local and national businesses to provide employment advice and support before and after release.”
HMP Hewell

“We have created a life-enhancing partnership providing independence and confidence to develop skills to address their unlawful behaviours and practices. Problems can arise when employers, service providers and general public object to the presence of prisoners, but the Hearing Dog Partnership helps breaks down barriers. As part of training, prisoners develop work skills, by taking responsibility for themselves and the puppies, team working, communication skills and undertaking various tasks.”

HMP High Down

“High Down offers a large range of courses, qualifications and vocational training programmes that prepare prisoners for employment on release. Once qualified, prisoners have the opportunity of linking with outside agencies, potential employers and a prison based careers’ advice service, with a view to obtaining employment on release. An example of this is Surrey Jobmatch, a charity who mentor and support Surrey prisoners in to training or employment. Another example is Sussex Pathways, a social mentoring scheme that supports the resettlement of prisoners who are returning to the Sussex area. A mentor meets with the prisoner on several occasions prior to release and continues to support him in the community.”

HMP Highpoint

“Innovation within the Graphics class has seen it carve a reputation for high standards and now it is in demand for producing promotional materials for many agencies, most recently a new logo for the A4E’s Justice Division and the new HMP Highpoint Magazine. The Graphics Department is well suited to develop more partnership working with companies out in the community who actively recruit ex-offenders. An example of good practice is the ex-offender invited to visit Education for Adult learners Week in May, as a Motivational Speaker who was very well received by students. The Education department has built and customised new vocational areas that enable our students to gain meaningful qualifications for employment after release e.g. Cleaning, Streetworks, Catering, Construction Skills, and Fork Lift.”

HMP Hull

“We have forged some good links within the business community of Hull. Having taken the decision to join the local Chamber of Commerce we have secured offers for placements for offenders on ROTL. Hull College are currently interviewing offenders on pre-release and offering taster sessions for courses they have on offer to students. This is an extension to the work that is carried out in the Resettlement unit by the Foundation Training Company. They deliver training to enable offenders
to gain skills in CV writing and interview techniques through realistic role play scenarios. We have a link with Empower, a programme running in Grimsby, who work with offenders to make them more employable.”

**HMP Huntercombe**

“Over 20 local organisations as diverse as a local stables and the famous Leander rowing club agreed to take work placements. A number of men have been able to gain paid employment through their community work. A recent example is a man who has been working for Grundons a waste disposal company. They have been so impressed with his work ethic they have actually created a job for him at a depot close to his home when he is released in the near future. During the past year there have been over 2975 day releases on temporary licence to attend work placements in the community with no failures to return to the prison during that time. This has resulted in positive feedback from employers in the community and has raised the profile of the prison within the community establishing strong links.”

**HMP Isle of Wight**

“Timpsons, UKSA, Isle of Wight Volunteers, Serco and Sainsburys provide realistic work experience and opportunities for employment on release. HMP IoW also has specific methodologies for ensuring soft skills are developed in the utilization of individual Learning Plans, which is a combination of self reflection by the prisoner (increasing mindfulness) and feedback from staff on skill development. HMP IoW offers a rolling programme of Employment Skills (OCR), which develops skills in CV writing, presentation skills etc. HMP IoW since 2010 has had a democratically elected Prison Council representing the residents, being based on the principles of ‘party politics’, for instance; Resettlement Party, Community and Environment Party etc.”

**HMP La Moye**

“We offer City and Guilds and SQA level 1 and 2 courses in construction and the Passport to Safety qualification. We also provide a BICS course in industrial cleaning. In our kitchen, prisoners can take the SVQ in Kitchen Catering whilst they work. Our P.E. Department offers accredited sports leadership and fitness instruction qualifications which incorporate key life skills such as communication, numeracy and literacy. Our horticultural department offers inmates work-related learning and has developed partnerships with local garden centres by providing them with plants grown in our horticulture department and bat and bird boxes made in our carpentry workshop. Another partnership is with the Jersey Co-operative Society which sells wooden
garden furniture constructed by inmates in our workshops. In addition to all of this we work in partnership with Highlands to provide inmates with access to the Advance to Work initiative. La Moye has a prison council which enables prisoners to provide us with feedback on a wide variety of issues.”

**HMP Lowdham Grange**

“The Resettlement Team are in the process of implementing a course called ‘No limits’ which is focused upon providing innovative, creative solutions to raising aspirations and getting people to succeed. This focuses upon three key areas: Motivation to learn, personal development and enterprise capability. The programme will enable those coming up to release to develop skills that will help them to gain employment, start their own business and to effectively re-integrate into society. This course differs to other programmes that are currently facilitated in the establishment as it is firmly focused upon release and it incorporates both the employment knowledge and the social skills that are required to be effective in a working environment.”

**HMP New Hall**

“Within the main part of the prison we have a Max Speilman Academy. Women are shown the photo workshop on induction and are given the opportunity to apply. Once an application is received by the academy, it is vetted and a decision made. Residents are given a ‘one off’ chance with the academy. Upon release, it is New Hall that contacts the area that the woman is returning to, and a telephone number is given to the prisoner. A 16 week trial will be given and if successful, and a vacancy available, employment will be offered. If successful but no vacancies available at that time, they will be placed on a waiting list and employment offered at a future date.”

**HMP Norwich**

“We have gained numerous links through the custody and community project with training providers and employers. The training providers are all local and they train prisoners both in the community and within the establishment, we currently run regular training sessions at the shopping centre in Fork Lift, Scissor lift, industrial cleaning. We also have Barclays Bank who attend on a regular basis to deliver a money skills course. The project works very hard to promote prisoners as a viable workforce market, we actively seek employers to give them a chance to get onto the employment ladder and prove themselves, we can offer a full criminal history, as much support as they need and references from the shopping centre. We know that these prisoners are employable because they have already been tested in the real work place.”
**HMP Parc**

“HMP & YOI Parc has approximately 90% of its population employed in work, training or education. The Enterprise Hub aims to give prisoners a realistic work and training environment. One of our partners is Macmillan Publishers Ltd. A prisoner will start in the workshop on a part-time basis on one of the lower skilled tasks and can eventually progress to a full-time position either as a general worker or in one of the more skilled and specialised roles such as technician, quality control or machine operator. Staff from Macmillan’s visit the workshop to meet and work alongside the prisoners. More recently Macmillan’s have signed up to offer prisoners who have worked well in the workshop an interview for employment on release from prison.”

**HMP Peterborough**

“We have made a conscious effort this year to support the request for working ROTL (Release on Temporary Licence), and established good working partnerships, particularly with our local council who offered opportunities for both administrative and labouring positions. At local HMP/local employer meetings representatives from Peterborough Council have promoted the success of the ROTL process. From multi agency meetings held regularly other ROTL opportunities have arisen for both male and female prisoners, including administration duties with Peterborough Women’s Centre.”

**HMP Shrewsbury**

“Timpsons, Network Rail, British Waterways, Relate, DHL and West Midland-based colleges are all working partners signed up to work with Shrewsbury prison and its prisoners. Positive placements and employment outcomes are a tangible documented evidence to support the work being delivered and achieved. We work closely with agencies throughout the prison and externally supporting prisoners through the application, interview and work ethos required of potential candidates in their quest for employment and the National Agenda of Reducing Reoffending.”

**HMP South Yorkshire**

“The Track Work was established at the working prison as a response to the identified skills shortages in the rail industry. The course is approved by Network Rail and meets all their expected benchmarks; this is facilitated within the remit of the Local Security Strategy. The provision is open to the elements and is subject to the same environmental changes which would be expected when employed in the industry; this provides
a real work experience for the learners who are then under no delusions about the physical elements of the trade. All candidates are expected to complete the course and meet the expected awarding body standards independently; however like the trade this involves a great degree of teamwork to complete the physical elements of the course.”

**HMP Whatton**

“Within our Industrial workshops – we currently work with five commercial contracts, including DHL. The workshop is open 38 hours and prisoners eat their lunch in the workshop. They have the opportunity to complete a qualification in warehousing. The cleaning course tries to reflect a working environment. This means that prisoners attend the workshop in a morning for portfolio work, the afternoon period is spent in their allocated work place. Prisoners attend the paints course gain a level 2 and then there is an expectation that they become a wing painter. This is a good way of portfolio building for future employees. Speaking and listening skills qualifications gained in education support the men in engaging with treatment programmes and in seeking future employment. Business study courses support men in developing the skills required to become self employed upon release. They give them an opportunity to develop a business plan and to undertake, in a class setting, the skills and research required before setting up a business.”

**3.3 Addressing mental health and drug problems**

**HMP Addiewell**

“The effective ‘common sense’ techniques has had a profound effect on the way some of the prisoners regard themselves. For some it has been the first time they ever heard they were worthwhile human beings. Some have said they feel strong enough to get help to beat addictions. This is not an alcohol or addiction programme but where individuals benefit from the course and want to change the necessary referrals are made to internal stakeholder and partners, Mental Health team, Addiction team or Action on Alcohol, alongside a peer tutor to sustain and maintain the motivation for change.”

**HMP Bullwood Hall**

“Healthy Living courses link in with the gymnasium and Inside Out drug programme. There is a peer mentoring scheme and trained peer mentors work with the rehabilitation drug service to support other users. In 2011, we ran a ‘Butterfly project’ and we created a Butterfly Garden in our grounds to promote Recovery Month. In 2012, we promoted Recovery Month through a ‘Row, Ride and Run for Recovery’ triathlon organised by our drugs team and PE department, where offenders each
rowed, cycled or ran a mile. We also contributed art and creative writing to a competition run by the Drugs Action Team in the community and 4 prisoners won 1st or 2nd prizes. We have successfully piloted a service users’ group that has given positive and constructive feedback and are now establishing this as a continuing aspect of our provision.“

**HMP Coldingley**

“Meetings for those in need of support groups are delivered regularly and are peer led, this enables more support to be expressed and delivered by those that can relate directly to experiences. Two prisoners were released on temporary license to attend an area forum on AA, one was invited to share in front of the attendees and this was well received and seen as a positive proactive step for those attending and for the two prisoners to return to the establishment and disseminate experiences.”

**HMP Cookham Wood**

“Cookham Wood has developed a complex needs unit to house and care for young people who present with the most challenging needs in custody. The ethos of the unit is to help and support young people to develop and progress back into the main population of the establishment. The unit is staffed by a multi disciplinary team who work with the young people either in group or 1:1 session to help them meet the challenges they face. Many of these young people have suffered traumatic upbringings and have extremely low self esteem and confidence in their ability to become productive members of the prison and wider community.”

**HMP Doncaster**

“We liaise with Carats while in custody to arrange any interventions in the community. We will attend appointments with clients to ensure attendance and have daily contact with agencies such as DIP. We also liaise with rehabilitation centres such as New Beginnings and Turning Point. We have recently carried out a mutli-disciplinary meeting to discuss a client and invited mental health and psychology to attend to provide specialist advice. Again we can attend GP’s with clients to be referred to mental health teams and psychiatrist. We can also access and seek out mental health charities for support groups and activities, such as Mind. Case managers will refer clients who are suitable and meet the criteria for IDTS, CARAT, Mental Health In-reach Team and the Primary Care Trust.”

**HMP Erlestoke**

“The prison runs a range of support and rehabilitation programmes such as SMUT (CARATs), 12 Steps for Drug and Alcohol substance abusers and alcohol related violence. Community group meetings are held
by Alcohol Anonymous and Narcotics Anonymous. A mental health nurse provides support and advice on suitable activity engagement. A good communication network exists between healthcare (subject to confidential waiver), Offender Supervisors, Personal Officers, Unit SOs, teaching, Safer Custody and programme staff providing the most appropriate individual support. Comments are entered on the PNomis system alerting staff to prisoners who are experiencing stress, depression, self-harm, personal problems etc. so that their behaviour can be monitored and their wellbeing supported. All staff attend training on self-harm, safer community and mental health, the latter also attended by Health Trainers and Listeners. The Listeners are trained and supported by the Samaritans and provide a much valued service at all hours to those in need. Books on Prescription are promoted to support self-help and relaxation and yoga sessions are promoted. Rehabilitation PE sessions are timetabled to support those on drug treatment programmes and those with poor mental health. The Health Trainers run Walk Your Way to Health walks for those who benefit from the fresh air, exercise and companionship but cannot or do not want to attend regular gym sessions. There are also regular PAT (Pets as Therapy) visits and stroking the dogs has a therapeutic effect on the prisoners.”

**HMP Gartree**

“The Substance Treatment and Recovery Team (START) provide support to prisoners with past and current substance misuse related concerns. Co-working between all staff has promoted prisoner engagement with substance misuse and mental health services. Although Gartree’s has a unique lifer population, those prisoners with substance misuse needs can receive support from START throughout their entire time at HMP Gartree. Comprehensive substance misuse assessments are carried out with prisoners who wish to access support from START to assess individual needs. In order to ensure that dual diagnosis needs are addressed START work collaboratively with healthcare and gym staff. Prisoners can participate in groups with others who have substance misuse treatment needs. These include relaxation and auricular acupuncture sessions, harm reduction awareness, mood management, anxiety management groups, healthy balanced living and diet sessions, a six session relapse prevention group and substance misuse gym. Structured psychosocial interventions are also tailored to individual client needs and delivered on a one to one basis.”

**HMP High Down**

“The Bridge Programme departs from many traditional twelve-step models by focusing on coping skills and attitudinal change. Clients concentrate on the first step, by addressing denial and motivation for change. The rest of the programme involves the introduction and rehearsal of NA strategies and techniques for maintaining abstinence
and changing dysfunctional drug-related thoughts, habits and behavioural patterns. HMP High Down has a dedicated Mental Health InReach Team and supports any prisoner with mental health issues that requires ongoing treatment. High Down was one of the first prisons in the country to operate The Learning Disability Specialist (LDS) service. The role incorporates the use of a screening tool to identify prisoners having a learning disability in the early stages of their initial imprisonment, assessment of prisoners referred to our service where there is evidence that a learning disability may be indicated, learning disability awareness training for staff and a general point of contact for advice and guidance for colleagues and allied professionals.”

HMP Hull

“We have both in-reach and out-reach workers engaging with offenders with all aspects of their mental health needs. Intensive support is routinely given for those who are identified as in crisis. The Community Engagement team has facilitated contact with a local mental health charity MIND (HEY) who are running a three year mentor pilot to work with offenders with low to medium mental health needs. The Compass Offender Recovery Family Worker provides support and interventions for those with drug/alcohol issues. The family worker also provides information to raise awareness of the impact of substance misuse within the family, including hidden harm.”

HMP Huntercombe

“All prisoners are introduced to the local CARAT team and are given basic harm reduction advice. The CARAT team utilize a variety of engagement methods including motivational interviewing and cognitive therapy to enable prisoners to address issues that are affected by their substance use including relationships and offending behaviour and by doing so encourage them to make less harmful lifestyle choices. The CARAT team facilitates peer led Alcoholics Anonymous and Narcotics Anonymous groups which take place weekly. In conjunction with the gymnasium staff and mental health team we have recently started to run a ‘well man’ gym session offered to offenders who do not access the gym at other times and who have particular needs in relation to substance misuse issues and mental health. The CARAT team and mental health team engage in regular joint planning meetings to ensure that the needs of individuals are being met and that the work and interventions carried out by both teams is complimentary. The CARAT team is developing a series of educational group work sessions around alcohol to include healthy drinking guidelines and ways to reduce the harm of alcohol use.”
### HMP La Moye

“There is a Risk and Care Assessment scheme in place to monitor all prisoners assessed as being at risk of suicide or deliberate self-harm. The prison employs two full-time substance misuse counsellors, who deliver one-to-one interventions to meet individual prisoners’ needs. The prison runs an accredited substance misuse group-work programme, a 20 session programme for those prisoners whose offending is related to alcohol or drug problems. Also delivered is a 30 session accredited group-work intervention for young men aged between 18 and 30 years who have demonstrated a pattern of violent offending when intoxicated. All prisoners deemed to be suitable for these programmes undergo pre-and post-programme psychometric assessments. A post-programme report is prepared under the supervision of the forensic psychologist. A post-programme case-conference is arranged for each prisoner completing a group-work programme, where plans for any further work are made.”

### HMP Lowdham Grange

“The Substance Misuse Team implemented a mutual aid support group and are in the process of changing this to the SMART recovery UK model. A family mediation programme was designed to get clients thinking about the effects their drug use has on their family and children. The Substance Misuse Team has a dedicated substance misuse resettlement worker providing a single point of contact for all clients being released. The breaking free online drug programme has recently been implemented. Breaking Free is an online unique treatment and recovery programme. Whilst the programme focuses on drug and alcohol use, the principles covered are applicable to other addictive behaviours.”

### HMP New Hall

“The CARAT’s department interviews women when received into custody to identify if the woman requires maintaining on a substitute medication programme and ongoing support throughout her custodial sentence. Where we have the Through the Gate Schemes, we encourage external DIP teams to link with the outreach workers to maximise engagement on release. We deliver CBT therapy which is on a one to one basis. A lot of work focuses on anxiety and low mood and medication is prescribed through the GP and psychologist. Each woman is given an individual care plan based on the severity of their mental health condition. We have a designated member of staff from the Leeds pathway development service that specialises in Personality disorders. Their work entails a detailed assessment, leading to practical support such as housing into the community.”
HMP Parc

“HMP/YOI Parc are working with New Pathways, an organisation based in Wales that provides counseling services, help and advice to those who have suffered trauma, rape or sexual abuse. New Pathways are working closely with the Drugs Strategy manager and the Drugs and Alcohol unit in the prison. The service is confidential and provides ongoing support for those who engage with it. This is a difficult area for many users/ex-users to confront and the uptake, initially slow, is increasing as the service becomes more embedded into the fabric of the prison’s strategy plan.”

HMP Peterborough

“In 2012 we have developed a Recovery Strategy which combines all elements of recovery from treating an addiction itself with integrated case management of clinical and psychosocial interventions, to dealing with the reasons for addiction and improving on recovery capital. This has lead to closer working between different areas of the prison, as well as developing closer links with the local community, placing a management presence in the local Drug and Alcohol Action Team (DAAT) to aid the movement of prisoners from treatment in custody to ongoing treatment and support in the community. The implementation of group work sessions which are mirrored in the community and delivered by a peer mentor from community services has increased uptake and understanding of support. This is now being mirrored within the alcohol pathway and we work alongside AA.”

HMP Shrewsbury

“All prisoners receive a thorough reception surgery to address any immediate medical, health or drug needs and these are further explored on the induction programme where they are sign posted to the relevant intervention support group. Their issues are quickly addressed and support mechanisms in place whether through the Carats team, In reach mental health course or through the recently introduced ‘Making changes’ courses primarily working with prisoners with Mental health issues, low motivation and poor self esteem.”

HMP South Yorkshire

“The Drug Recovery unit and Drug Free wing was a partnership initiative between the prison and its Healthcare provider Nottinghamshire PCT. We have a compact for prisoners to sign up to with basic security checks in place, all prisoners must be willing to sign up to the testing programme and fully engage with the substance misuse team. In return we offer a SMART recovery self help group, acupuncture, Building Skills for recovery. A specialized gym programme open only to prisoners on recovery, cardio vascular machinery on the
house block for use in association time, creative writing group with the writer in residence and a house block committee group made up from prisoners, substance misuse staff and discipline staff and management. The In reach team work closely with this unit and are now moving towards resettlement care plans for all recovery unit prisoners on release.”

HMP Whatton

“The Needs Evaluation Assessment Tool is used during Induction with the men and the results are used to provide the appropriate support structures to ensure that the support they need for learning difficulties and other difficulties is put in place. The Access class is provided for men who need to access education but are unable to remain in a room with eight people for three hours. They are placed in small groups of four and attend education for one and a half hours with work given to complete in their cell on their own. Prisoners who have Substance Misuse issues are referred to CARATs. Mentoring and therapy is in place as part of the delivery of successful Offending Behaviour Programmes. We have strong links with the Mental Health team within our Healthcare Provision. The establishment ethos and support enables the care and support of our prisoners, whilst challenging inappropriate behaviour and providing clear boundaries in order to encourage healthy relationships and to reduce re-offending.”

3.4 Helping resettlement through housing

HMP Bullwood Hall

“Solving housing issues is difficult in many cases for our population since, as foreign national prisoners, they do not necessarily have a right to public funding. Our housing resettlement agency, St Mungo, therefore sees all offenders on reception and has forged links with specialist housing organisations, for example private landlords who are prepared to take tenants who only have access to emergency funding and cultural organisations who are equipped to meet the specific needs of particular cultural groups. Our reducing reoffending function works with other departments to provide support for housing, including the Inside Out drugs team who support their clients into housing and Chaplaincy who are forging links with CARE, a faith organisation that offers mentoring support on release for various aspects of resettlement including housing. We also have links with other organisations that provide specialist housing support for foreign nationals including BETEL, a faith organization which has bases in the UK and overseas and can offer housing in 19 countries, and Emmeaus which can help to arrange housing overseas.”
HMP Cookham Wood

“Young people leaving Cookham Wood will leave custody and either return home or have LAC status. Meeting the accommodation needs of young people can be very tricky, as many have not been prepared to live independently. We have developed an independent living course which teaches young people to cook, wash, iron, basic home maintenance, budgeting and other living, life skills and social skills.”

HMP Doncaster

“There are different agencies throughout South Yorkshire, such as Sheffield Council, Rotherham Council, Doncaster Council, Action Housing, Target Housing, M25 group, South Yorkshire Housing and Holden House from Barnsley. The housing coordinator will facilitate agencies coming into custody to assess clients and make referrals and book emergency accommodation. The community team will chase up any referrals that have been made to agencies. The community team will liaise with housing providers, bed and breakfasts, charities, and probation. If a client is NFA the community team will seek all opportunity to get the client accommodation. If the client has accommodation in the community we will support with housing benefit and any support to sustain the housing. We work in partnership with housing providers in the community, as we are aware as a lack of accommodation can be a contributing factor to re offending. Referrals for housing issues are made by the case managers through multi-disciplinary release planning teams with the co-operation of the community based case managers.”

HMP Erlestoke

“The A4e resettlement team meets every prisoner 6 months before release covering aspects relating to the seven resettlement pathways plus our additional eighth pathway that covers older prisoners, BME prisoners plus gay and trans-gender prisoners. This meeting establishes employment and accommodation needs, finance, family, healthcare and substance abuse issues, signposting occurs as relevant. Many prisoners open bank accounts, apply for Citizen cards, driving licences and access money management, cooking skills, fork lift truck, driving to employment and CSCS card programmes. Further meetings occur depending on need during the next few months and a final pre-release review meeting is held in the last 2 weeks. A pre-release pack is issued from the Healthcare team and a bank of relevant support contacts is provided for the area of release. At the final meeting prisoners are introduced to the resettlement questionnaire to be sent out post release. To improve our resettlement support for the future we need to evaluate what has been useful. Monthly resettlement meetings occur alternating between practitioner, pathway and strategy focus.
Resettlement is supported in partnerships with orderlies, the chaplaincy, varying departments and external agencies such as CAB, Tribal, Job Centre Plus, the Richmond Fellowship, People etc.”

**HMP High Down**

“Prisoners can gain an NVQ Level 3 in Information, Advice and Guidance under St Giles Trust’s Peer Advice Project. The course is vocational so prisoners provide an advice service to their fellow inmates. These Peer Advisors provide essential advice on a range of issues from housing-related matters, drugs and alcohol dependency, legal issues, health advice, equality and prison rules. Many short sentence prisoners lose their homes during their time in custody and can be released homeless. This increases the likelihood of reoffending and so the role of Peer Advisors is to prevent the likelihood of this happening through housing interventions.”

**HMP Hull**

“Working closely with Shelter we provide a service to find accommodation for offenders upon release, but also to secure their existing accommodation whilst in custody. We also link closely with Hull Hostels Forum which we see as a necessary vehicle by which we can raise awareness of the resettlement needs of offenders upon release. In partnership with a new £5M hostel in Hull (The Crossings) we are working with the management team of Riverside English Church Housing and the Homeless And Rootless Project (Hull HARP) to secure both short and long term accommodation. HMP hull has additionally linked with Catch 22 Young Peoples Floating Support Service to provide permanent self supported housing for the young prison population. We address the needs of offender’s finance issues through Job Centre Plus, who reside within the Resettlement unit, and our own Resettlement Team, ensuring that benefits start immediately upon release, but also ensuring they are suspended upon imprisonment to avoid any debts being incurred.”

**HMP Huntercombe**

“The prison works in partnership with the St Giles Trust to provide housing, mentoring NVQ level 3, placements, support, guidance and personal development to offenders. Offenders are trained to be able to give housing advice to their peers. This includes helping to get clients onto local housing authority registers. They also help maintain existing tenancies through payment of rent or housing benefit. They also assist with making referrals to hostels and other social landlords. They provide details of private lettings and rent deposit guarantee schemes. The St Giles trust worker supports and oversees the peer advisors’ work; they also facilitate contact by phone and post between the offender
and other outside agencies such as councils, hostels and landlords. The trust also runs a through the gate scheme from Huntercombe which transports prisoners on release to accommodation found by the housing advice service within the thames valley area.”

**HMP Isle of Wight**

“The Resettlement Officers working within HMP IoW provide a wide spectrum of services, support and links with external partners to aid offender resettlement.

The range of services / links include;

- Arrangement of Law Centre support and advice
- Arrangement of Citizen Advice Bureau support in housing concerns.
- SAFFA links to support ex-veterans into accommodation on release.
- CAF / Social Services Co-Ordinator assists those over 50’s with issues including housing.
- Liaison with CARAT’s who arrange residential rehabs
- DWP offer advice / info on social housing.
- Peer Mentor Support Workers who assist with completing Community Care Grant applications
- Point of contact between offenders and their local housing authority
- Delivery of the Unlock course to educate offenders in domestic finances.
- Setting up of Bank Accounts

The dedicated Housing Officer provides advice and guidance to those who will genuinely be of No Fixed Abode upon release, forging links with relevant social housing providers in the relevant region, seeking the best possible options for each person.”

**HMP La Moye**

“The Chaplaincy team aid prisoners seeking to secure accommodation on release, as well as meeting up post-release within the community. The prison Chaplaincy team refers prisoners to The Freedom for Life Ministries team for assistance with resettlement issues. The Jersey Probation Service ensures offenders have clear Sentence Plans which include resettlement and rehabilitation plans that aim to remove barriers to a successful return to the community. The Probation Team at the prison provide advice and support regarding accommodation and liaise with landlords to seek B & B accommodation for those released with no fixed abode. Similarly they make referrals when they feel an individual would benefit from supported housing. Referrals to Shelter, Silkworth
Lodge, and Sanctuary House are also made on behalf of prisoners who would benefit from specialized help or general support.”

**HMP New Hall**

“We work in conjunction with the local authority, private sector and supported housing providers. We have a number of units allocated to the prison for women being released to the Leeds area from a provider that also offers intense, tailored support to the individual. This particular scheme aims to work towards parole dates and successful ROTL’s (Release on Temporary licence) have been organised for the viewing of properties. We provide strong routes to drug free accommodation in the Bradford area along with allocated specific houses in the same scheme for those in drug treatment. Based within the prison full time is a shelter worker, that primarily supports with legal issues such as eviction and preventative work including rent arrear payments. This is often linked in with the Through the Gate support provided by TWP and other women’s centres.”

**HMP Norwich**

“We have developed some very strong links with housing organisations and benefits agencies, from the custody and community programme we work alongside, and charitable organisations called Future Projects and Baseline, as part of the weekly surgeries held the issues of housing, benefits and mentoring are all met.”

**HMP Parc**

“Transitional Support Service (TSS) provide practical support facilitated by a visit pre-release where areas of need are defined and then a through the gate community mentoring scheme that enables and encourages ex-offenders to address areas of need such as housing, benefits, debts, relationships and of course alcohol and substance misuse problems. The general aim of the service is to encourage and enable the offender to connect with external agencies to help them overcome a variety of needs and issues that can affect re-offending. TSS mentors are recruited specifically with their personal qualities and professionalism in mind. They come from a variety of backgrounds including ex-offenders and they have varying interests that provide the TSS service with a varied group of mentors who can work alongside participants depending on their needs, personalities and domestic situations. Following release from prison, the mentoring support into the community is offered for a period of up to three months; this is flexible depending on the individual needs of the participant.”
**HMP Peterborough**

“During this year HMP Peterborough have maintained good working relationships with agencies such as: JCP, Job Deal, PWC, Women’s Aid, Women In Prison, St Giles etc, as well as establishing new working relationships with various women’s refuges, housing associations, hostels and supported housing. Our Resettlement Officers have made a conscious effort to visit any new housing establishments, to see the accommodation for themselves and to meet the landlords.”

**HMP Shrewsbury**

“No accommodation means in some cases, no release.
No accommodation means no legal job which can have a bearing on successful benefit entitlement claims. The Resettlement department is well versed and committed to working alongside 3rd party organisations ensuring help with their resettlement needs are fully supported and met and reducing the percentage of reoffending.”

**HMP South Yorkshire**

“HMP South Yorkshire work in partnership with Shelter assisting prisoners to gain accommodation on release as well as sorting out rent arrears and any other debts associated with their accommodation. We have also recently set up partnership with Sheffield credit union who allow all of our prisoners to open a bank account and give advice on all areas of financial management.”

**HMP Whatton**

“The Education department provides courses to support Independent Living; cookery and budget management to support resettlement needs. We ensure that all our men have accommodation upon release.”