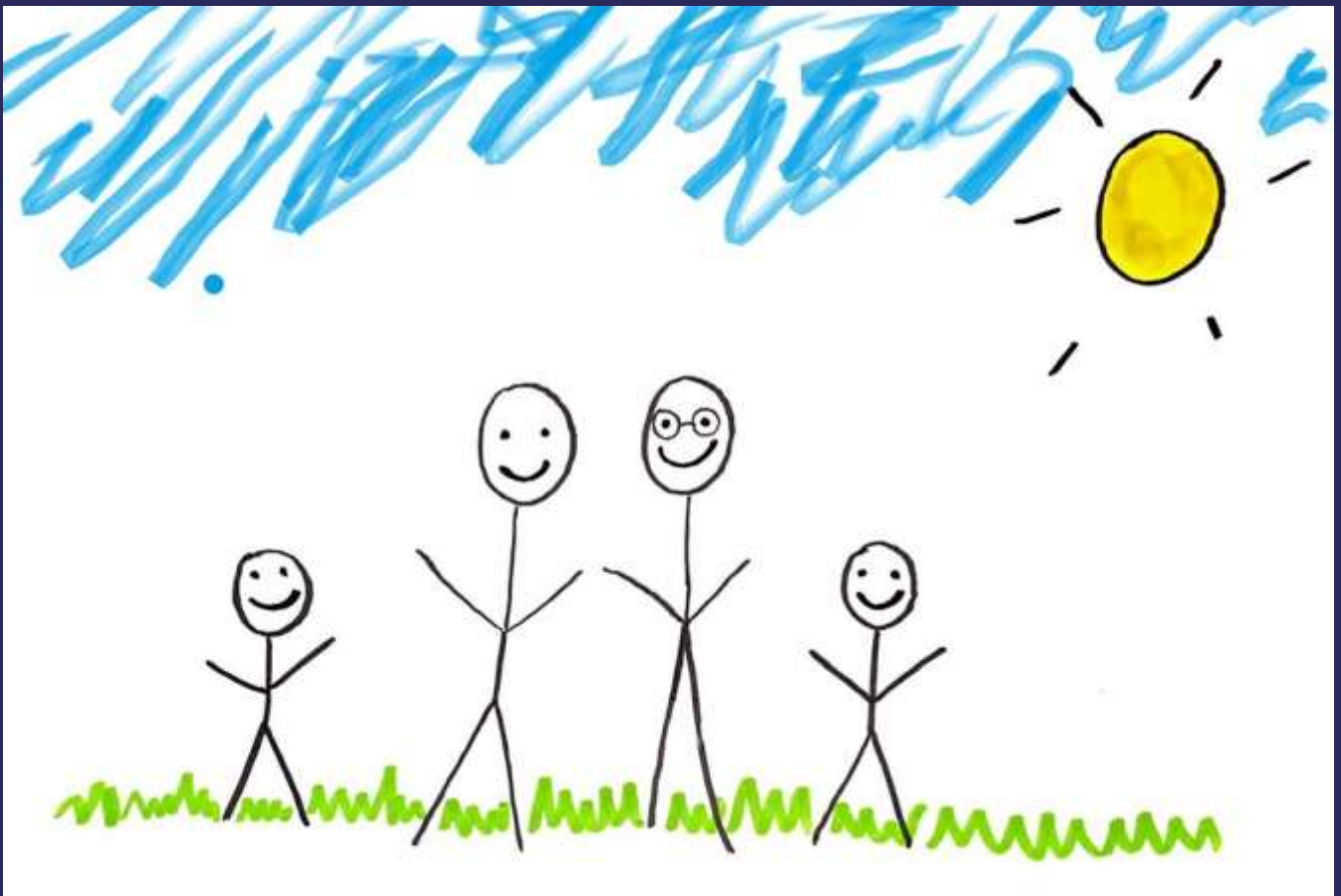


HMP Northumberland

Family and Significant Others Strategy

February 2026



Foreword

Rehabilitation and reducing re-offending are at the core of everything we do across Sodexo prisons. Our two year 'Reducing Reoffending' strategy focuses on clear, tangible outcomes that will be visible to prisoners, their families, and our staff, and is built around three key principles:

People: We focus on creating safe environments where staff can work effectively and prisoners can engage in meaningful rehabilitation.

Partnerships: Rehabilitation requires collaboration. We work closely with Probation services, HMPPS, and education, skills and work partners in England to support prisoners' reintegration.

Progression: We prioritise involving families and significant others in the rehabilitation process and offer tailored support for specific groups like care leavers, prisoners with no contact, and veterans.

This Family and Significant Others strategy has been influenced by the HMPPS (His Majesty's Prison and Probation Service) Delivering Effective Family Practice Operating Guidance. The following quote is the opening paragraph to the Guidance which firmly places families and significant others at the centre of reform:

'Family and significant relationships are considered as a key means by which we can prevent reoffending and reduce the likelihood of intergenerational crime. Supporting a prisoner in a meaningful and constructive relationship with his or her family and significant others, should be a primary focus for anyone caring for those in custody who hope to achieve positive change and transform lives. HMPPS therefore has a moral and ethical responsibility to assist any meaningful and constructive relationship in preparation for their release.'

The strategy is also influenced by the Lord Farmer report of 2017: 'The Importance of Strengthening Prisoners Family Ties to Prevent Re-offending and Reduce Intergenerational Crime,' and the Strengthening Prisoners' Family Ties HMPPS Policy Framework.

Families and Significant Others can play a vital role in helping us change lives for the better.

Aims of the strategy

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

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

Measuring Success

There are several ways that HMP Northumberland is held accountable for the service they deliver to people in their care and their offer to family and significant others. These include Measuring the Quality of Prisoners' Lives (MQPL), HMPPS Key Performance Indicators (KPI's), Prison Performance Tool, focus groups and prisoner and visitor feedback.

His Majesty's Inspectorate of Prisons (HMIP) completed an unannounced inspection of HMP Northumberland between 27th August, and 12th September 2025 and they made the following observations:

1. Work on helping prisoners to build and maintain contact with families and the outside world had recently been revived, but some positive initiatives had yet to be fully embedded.
2. Seven visits' sessions were held each week which provided sufficient access to in-person social visits. Prison leaders ensured that prisoners held in the general population and those on the PCoSO (People Convicted of Sexual Offences) houseblocks received equitable access, which was positive.
3. Secure video calls for social visits were reasonably well used, with around 120 calls each month. Video calls took place at the same time as in-person visits, which limited their potential for use outside typical working hours by prisoners whose friends or relatives would otherwise be unable to visit.
4. The visits hall was large, spacious and welcoming, with a well-equipped children's play area. A café bar served a reasonable range of drinks and food, although no hot food was available.
5. The family service provider, Nepacs, staffed a visitor centre where visitors could wait to be called into the prison. Nepacs also has two family engagement workers on site who supported prisoners with issues such as legal arrangements for their children. Some prisoners who were supported by the drug and alcohol recovery team could also access parenting courses. The library supplied a selection of children's books which prisoners could read to their children, which was positive.
6. During the months before our inspection, prison leaders had restarted several positive initiatives, such as regular 'community day' where prisoners not receiving visits could meet their peers and support organisations, together with 'Every Contact Matters' peer workers who supported prisoners with no contacts. Achievement day events had also been relaunched, when prisoners completing programmes and courses could invite family members to be present when they received certificates.
7. Prison leaders were conducting regular surveys of the population to understand their needs and inform the development of services. The strategic management of contact with families and the outside world was strong, with a well-developed action plan and evidence of positive cross-departmental working.

What does success look like?

- A reduction in the number of prisoners who do not maintain contact with their families, children and significant others whilst in custody.
- Fathers and grandfathers in custody have a voice which informs our wider strategy.
- People who are primary carers are supported to continue this role in custody and on release.
- A reduction in the number of children of prisoners entering the prison system themselves.
- Evidence of a reduction in levels of violence and self-harm, indicating the wellbeing of all prisoners, including those who are socially isolated, is improved.
- Families, children and significant others are involved in our procedures such as sentence planning, resettlement planning, wellbeing support and managing violent behaviour via the Challenge, Support and Intervention Plans (CSIP).
- More prisoners return home with children, families and significant others on release and continue to receive support.
- Colleagues understand the needs of people who are fathers and grandfathers and are confident to discuss this with them.
- People with children over the age of 18 are not excluded from our strategy and continue to receive support.
- Care experience people re-establish contact with their Personal Advisor in the community and access relevant services and support while in custody and on release.
- Increased support for prisoners who do not have contact with family or significant others.

It is understood that contact with some family members may be inappropriate and not beneficial to either the prisoner or their relatives. They may be the victim of criminal activity, strong influences which encourage either criminal behaviour or coercive control to either party. This will be robustly managed to protect the safety of everyone by the Public Protection team.

Family and Significant Others Committee Meeting

HMP Northumberland hold quarterly Family and Significant Other meetings where all key stakeholders can share new innovative ideas and review current measures and strategies to help develop and continuously improve the delivery of family services.

The meetings aim to build confidence and empower prisoners to take responsibility for their own relationships and rehabilitation by encouraging them and their families to engage with the services available to improve wellbeing and reduce the likelihood of reoffending.

Objectives

- Maintain and build family and significant other ties through multi-disciplinary prison representation.
- Monitor and develop family and significant other services that help reduce the risk of reoffending.
- Develop and review an action plan based on the strategy document, expectations, Lord Farmer recommendations and feedback.
- Increase engagement of prisoner' families and significant others in all procedure including ACCT and CSIP.
- Analyse feedback from prisoners on family and significant other services through key worker sessions.
- To review safeguarding procedures from the reception process through to release.
- To support family and significant others to be involved in end-of-life care.

Agenda

1. Apologies and actions
2. Feedback from departments involved with families, children and significant others
3. Interventions
4. Hard to reach groups
5. Family and Significant Other Days
6. Prisoners who do not have contact
7. Action Plan and Feedback
8. Training update
9. AOB

Our Population

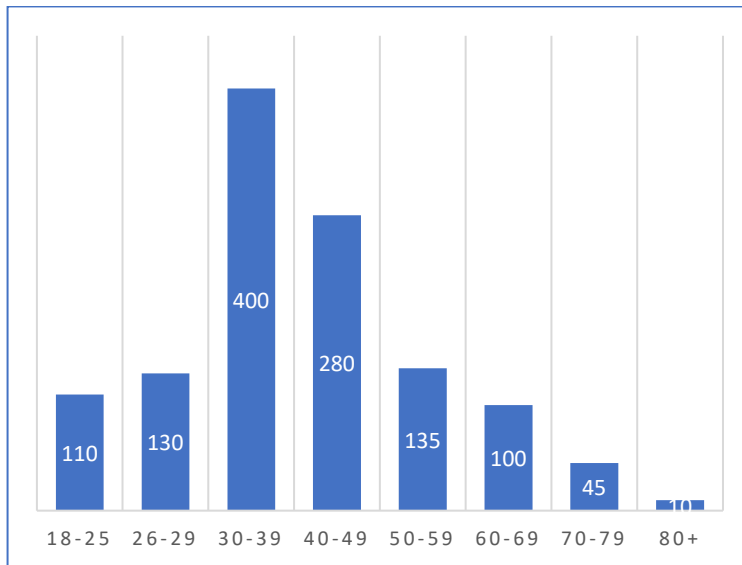
HMP Northumberland was created following a merger of HMP Acklington and HMP/YOI Castington in October 2011. It became part of the contracted sector on 1st December 2013 and performs as a category C training and resettlement prison.

HMP Northumberland is run by Sodexo Government and has an operational capacity of 1236, including more than 400 prisoners convicted of a sexual offence. Around 168 new prisoners are received, and an average of 97 people are released into the community each month.

Demographic and Sentence Information

Figure 1

Age of population



<u>Age</u>	<u>Number</u>
18-25	110
26-29	130
30-39	400
40-49	280
50-59	135
60-69	100
70-79	45
80+	10

<u>Ethnicity</u>	<u>Number</u>
Asian/Asian British: Any Other Background	10
Asian/Asian British: Indian	5
Asian/Asian British: Pakistani	5
Black/Black British: African	5
Black/Black British: Any Other Background	5
Mixed: Any Other Background	5
Mixed: White and Asian	5
Other: Any Other Background	5
White: Any Other Background	30
White: English, Welsh, Scottish, Northern Irish or British	1120
White: Gypsy or Irish Traveller	15

Figure 2

Ethnicity of population

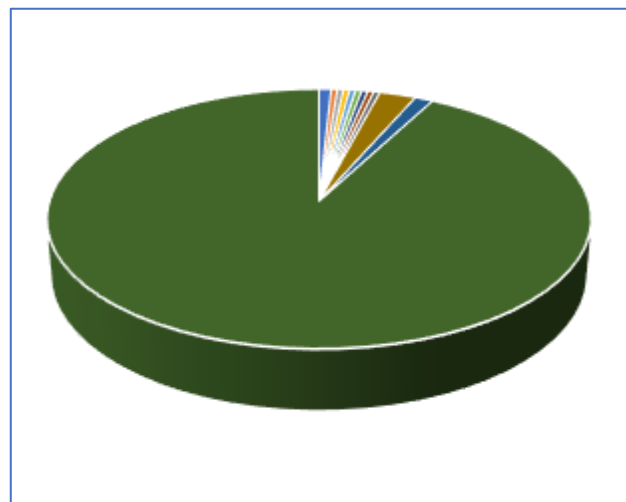
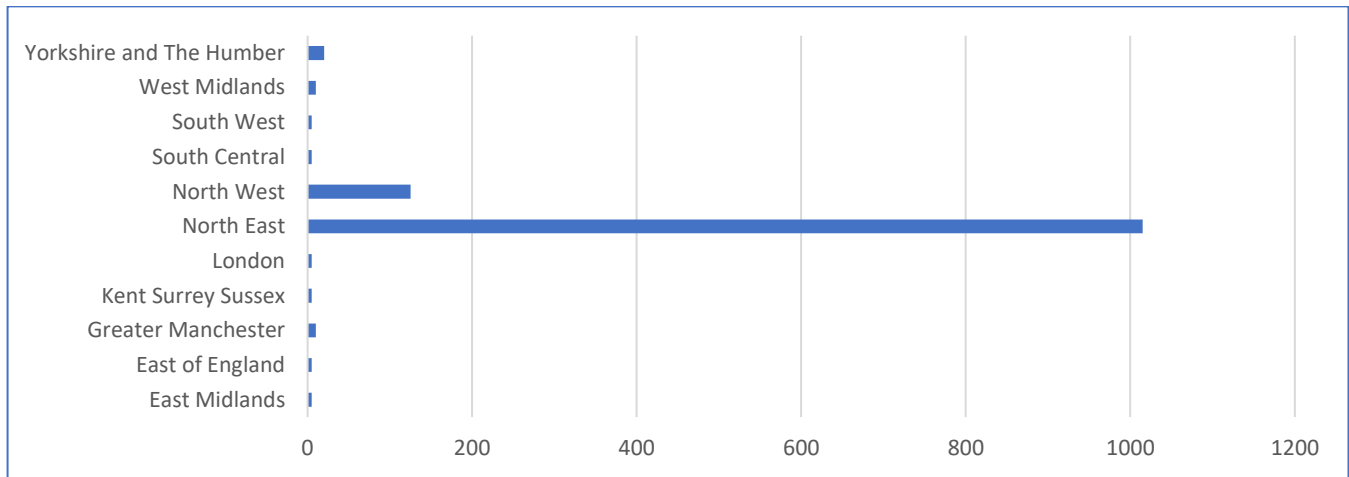


Figure 3

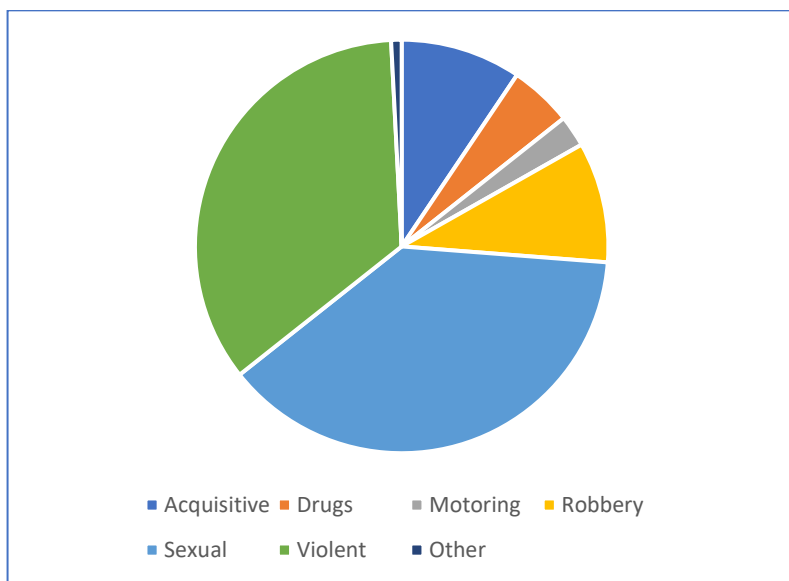
Home area of population



Feedback received during consultation suggests 45% of prisoners at HMP Northumberland are located more than 60 miles away from home and 31% of visitors travel this distance to see their significant other at HMP Northumberland.

Figure 4

Offence type of population



Offence Type	Number
Acquisitive	115
Drugs	60
Motoring	30
Robbery	115
Sexual	465
Violent	425
Other	10

Sentence Type	Number
Recall	180
Less than 12 months	30
12-20 months	55
20 months – 4 years	295
4 years +	615
Indeterminate	40

Figure 5

Sentence type of population

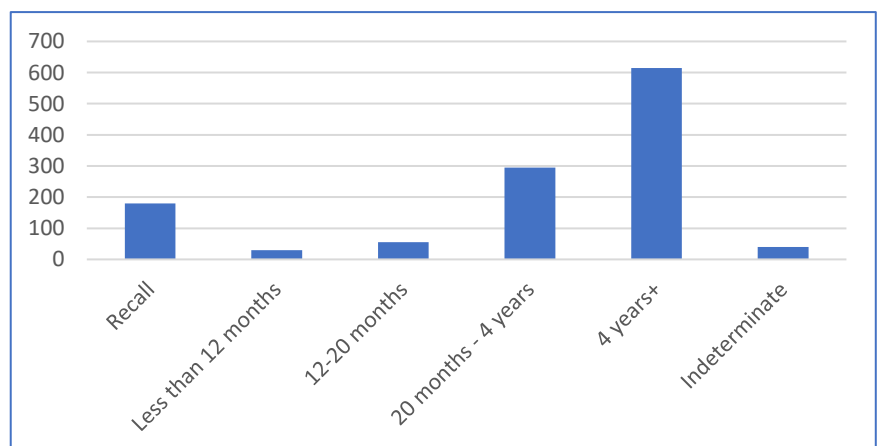
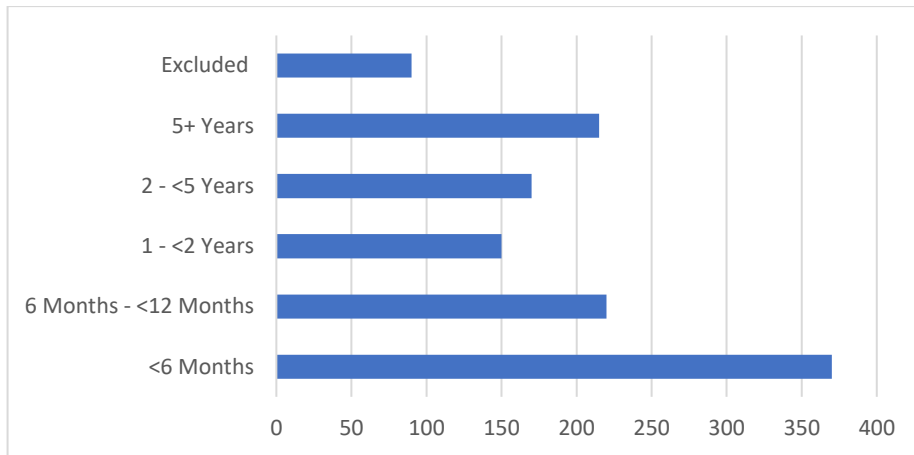


Figure 6

Time left to serve of population



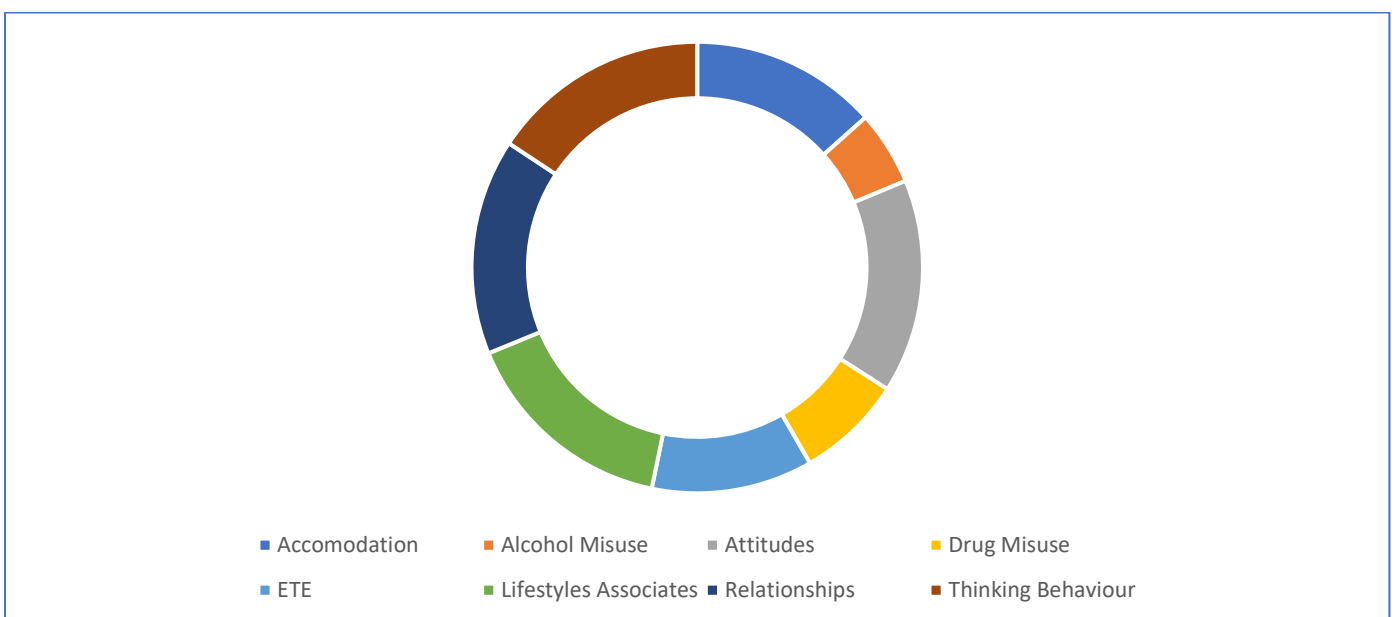
Time left to serve	Number
<6 months	370
6 - <12 months	220
1 - <2 years	150
2 - <5 years	170
5+ years	215
Excluded	90

Criminogenic Need and OASys Information

Criminogenic Need	Number of population	Percentage of population
Accommodation	850	75%
Alcohol Misuse	335	30%
Attitudes	990	88%
Drug Misuse	470	42%
ETE	730	65%
Lifestyles Associates	985	87%
Relationships	990	88%
Thinking Behaviour	1005	89%

Figure 7

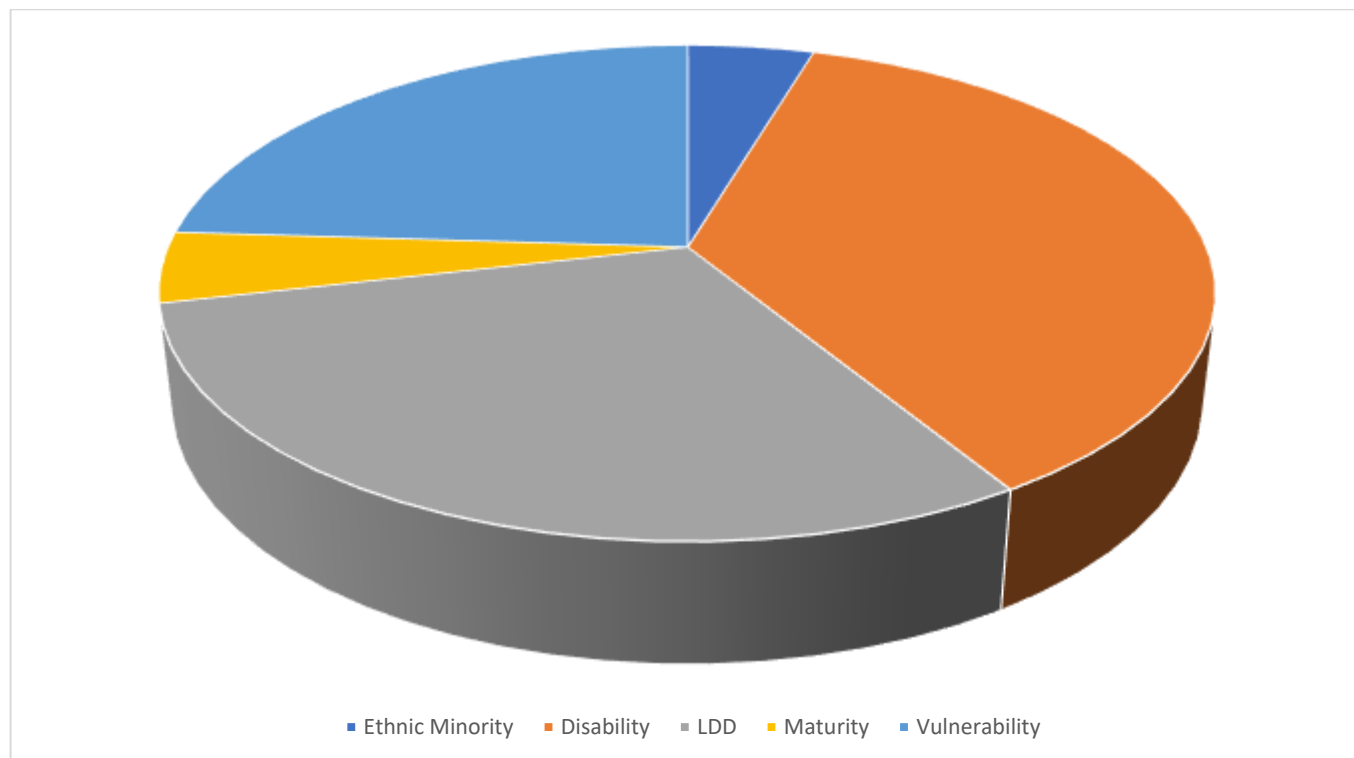
Criminogenic need of population



Diversity, Equality, and Inclusion

Figure 8

Diversity, Equality, and Inclusion of population



<u>Characteristic</u>	<u>Number</u>	<u>Percentage</u>
Ethnic Minority	75	7%
Disability	595	53%
LDD	490	43%
Maturity	75	7%
Vulnerability	390	35%

15.6% of prisoners who engaged in recent consultation reported themselves or someone who visits them as neurodiverse. This rose to 19.6% during visitor consultation.

HMP Northumberland's Family and Significant Others offer

Visiting the Prison

HMP Northumberland facilitates social visits in a well-furnished Visits Halls. The prison is sensitive to the balance of security with an atmosphere that is conducive to maintaining ties with family and significant others. Visits opportunities are booked as per prisoners I.E.P regime and this provides prisoner and visitors with a 2-hour time slot. A minimum of 45 minutes will be given for each visit. Visits operate Wednesday to Sunday and can be booked by prisoners via the Kiosk.

The visits timetable is as follows:

Wednesday	14:00 – 16:00
Thursday	14:00 – 16:00
Friday	14:00 – 16:00
Saturday	09:30 – 11:30 / 14:00 – 16:00
Sunday	09:30 – 11:30 / 14:00 – 16:00



Refreshments are available in the Visits Hall. These are purchased in advance in the Visitors Centre and delivered to each table by a red band prisoner, to avoid queuing and to maximise the time spent with significant others.

The Visits Hall has a play area for children where they can interact with their father/grandfather.

On average, 1250 social visits are available each month.

HMP Northumberland benefits from 6 legal visit, 1 video link and 1 closed visit rooms. Legal visits, including Personal Advisors and Local Authority appointments are available every weekday.

Visitors Centre

The visitor's centre is the first point of contact for those who are visiting a significant other. The centre offers a welcoming environment for visitors and provides a wide range of information and advice.

Nepacs successfully raised funds to introduce a park area outside the Visitors Centre to allow children to play while waiting to see their loved one.



Family Day's

Central to our Strategy is to provide opportunities for prisoners and their Family and Significant Others to come together regularly for good quality contact time. We recognise this contributes to reducing the risk of reoffending.

Family days and other planned activities help to improve positive relationships between prisoners and their children and family and significant others. Prisoners at HMP Northumberland can apply for family days outside their statutory visit entitlement.

HMP Northumberland is committed to offering at least six family days per year, as well as bespoke days for those serving indeterminate sentences and veterans and for faith-based celebrations. We gather feedback from both prisoners and visitors at each event, which is reviewed at the Family and Significant Others Committee Meeting.

A risk assessment is conducted for any prisoner wishing to take place in family days.

Achievement Days

Achievement Days given an opportunity for prisoners to be recognised for their achievements and progression. Nominations are welcome from all staff and peers across several categories. Prisoners who have completed an Offending Behaviour Programme or education qualification are also invited to attend. The recipient of an award is given the opportunity to invite Family and Significant Others to the event to watch them receive it.

Homework Club

Homework Club allows prisoners to connect with their children by helping with schoolwork in a relaxed environment, fostering stronger family ties, reducing reoffending and improving children's educational outcomes. Homework Club provides a vital bridge, enabled connection and support for children impacted by parental imprisonment, helping them feel less isolated and more connected to their parent.

Purple Visits



Purple Visits enables prisoners to have virtual contact with visitors who struggle to come to HMP Northumberland. Prisoners can book Purple Visits themselves. These occur in 4 dedicated private rooms within the Visits Hall and has allowed prisoners to maintain contact, even with family and significant others abroad.

176 Purple Visits are available per month, within social visiting times. For more information, please visit <https://www.purplevisits.com/>

Storybook Dads

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

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

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



Intervention and Support

Neurodiversity

As part of our commitment to support people with neurodiversity, we are developing a Family and Significant Others Strategy that recognises and responds to the needs of prisoners, visitors and their children. Our Neurodiversity Manager is actively involved in identifying and supporting these needs, both for those in custody and during contact with Family and Significant Others. We are able to offer a range of adaptations for visits, including priority access to the visits hall, sensory aids, and flexible visiting times where appropriate.

Prisoners who do not receive visits

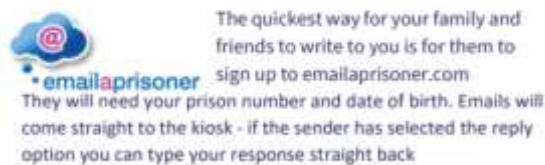
Prisoners who do not receive visits are identified via AIM (Alert, Intervene, Monitor) and offered alternative options for support. The option of Purple Visits is always explored in the first instance and if this is not an option, alternative avenues are suggested:

New Bridge -



Email a Prisoner -

Email A Prisoner



Official Prisoner Visitor –

Official Prison Visitors visit prisoners who rarely, if ever, have visits from friends or family members. They may be the only contact a prisoner has with the outside world. Once appointed, Official Prison Visitors, through regular visits, build a relationship with a prisoner where trust, empathy and understanding are key.

Every Contact Matters

We are aware that not every prisoner has family or a significant other for support and this can increase the likelihood of further offending on release.

Every Contact Matters mentors are available on every houseblock across the Vulnerable Prisoner estate; they support prisoners who have no external contact and signpost to relevant agencies for support.

Community Days are also held quarterly in the visits hall. These events give prisoners the opportunity to engage with their peers and community services and participate in purposeful activity.

Care Experienced

We recognise that care-experienced individuals are significantly over-represented in prisons. Care Experienced prisoners are more likely to have experienced significant trauma and abuse, and other disadvantages that can put them more at risk of violence, self-harm and suicide when in prison. These experiences can affect their ability to form healthy, positive relationships that will help them to desist from offending and settle back into the community after their sentence. We were proud to implement the Sodexo Care-experienced Charter across HMP Northumberland in 2025 and have publicised this initiative widely across the establishment.

As part of our commitment to the Charter, we have identified two staff to work as Single Points of Contact (SPOCs) for prisoners who have experienced care, their families and significant others, local authorities and Personal Advisors. They are also responsible for identifying prisoners who may have experienced care, reaching out to individuals and explaining the possible financial, practical and personal benefits particularly if they are aged under 25 and eligible for support from local authorities and Personal Advisors.

Monthly Care Experienced Cafés are now scheduled. We are also recruiting Care-Experienced peer support mentors. We recognise that for some people there may be feelings of stigma and mistrust of staff, that may prevent them reaching out for help. Mentors can provide a safe space, building relationships and confidence for prisoners and offering advice and guidance.

Veterans

At HMP Northumberland, along with Care Leavers, support for Veterans is also viewed as a priority. Ex-servicemen are identified at the earliest opportunity using the Basic Custody Screening Tool assessment upon their arrival to the establishment to ascertain whether a prisoner may be a veteran who is eligible for an enhanced level of support.

We understand that peer support may be beneficial for this target group, so we hold monthly Veteran Cafes. led by veterans from external support agencies such as Veterans HQ and Care After Combat. This is an opportunity for individuals that may have shared similar experiences to come together. The governance of work around veterans in custody will be monitored Sodexo Veteran's Charter.

Indeterminate Sentenced Prisoners

We recognise prisoners serving long-term, indeterminate sentences may not be able to access the intensive interventions available in some prisons, essential for them to address their offending behaviour, progress their sentence and prepare for release. We also recognise these prisoners may be located far away from their home area. Our Strategy is, wherever possible, to transfer prisoners to the most appropriate establishment as quickly as possible, reducing delay and frustration for this cohort.

Quarterly indeterminate sentence cafés are now scheduled to support this cohort.

A whole prison approach

Fresh Start Induction

Prisoners transferred to HMP Northumberland are initially located onto an induction houseblock where they are informed about the prison regime, how to access key services such as healthcare and personal finances, as well as the employment, education and offending behaviour programme opportunities that are available to them.

Staff will deal with immediate concerns and assist with any initial problems such as family contact, visits or restrictions. One of the most important components of the induction process is showing prisoners how to book a visits and ensuring they can make telephone calls to family and friends.

There is also contact with Department for Work and Pensions to assist with queries around housing/rent credit and benefits issues that may affect family residences.

Chaplaincy

During the induction process prisoners will also meet one of the chaplaincy team. As well as catering for the needs of all faiths, the chaplaincy team provide pastoral care for both prisoners and staff. They provide valuable personalised support, help prisoners maintain family ties and make links to community and faith-based support networks.

The chaplaincy team offer support to prisoners and their family and significant others on a number of occasions including memorial and candle services, funeral and escort paperwork and weddings.

Keyword

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

Offending Behaviour Programmes

Whilst at HMP Northumberland, prisoners will have the opportunity to engage in a programme to address their offending behaviour and reduce the risk of reoffending in the future. They will focus on the importance of quality relationships, the influence of those around them, and some of the difficulties associated with establishing and maintaining relationships.

Pre-release Team

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

HMP Northumberland's Family and Significant Others Partners

Nepacs

Nepacs is a North of England charity which aims to support and enhance the lives of people as they navigate the justice or social care systems, ensuring they always have someone trusted by their side, aiding understanding, facilitating well-being and promoting positive choices. Nepacs supports people when a loved one is sent to custody, in those anxious early days when visiting prison remains a mysterious and daunting prospect, and throughout their visits to prison. Much of their work is delivered by volunteers, who bring energy, warmth and friendship, and offer reassurance in the most challenging of circumstances.

The charity is also concerned about the damaging impact of a prison sentence on the families of prisoners themselves and seeks to limit this through informal support and help to navigate services which can assist with their financial situation, family and relationships including specialist support for their children, and health and wellbeing.

Reconnected to Health

Reconnected to Health is delivered by Spectrum, Tees, Esk and Wear Valleys NHS Trust and Waythrough to provide holistic, collaborative care to men and women in custody across the North of England. They provide drug and alcohol recovery co-ordination, psychosocial interventions, and continuity of care planning within the integrated prison healthcare system.

As part of their service delivery, Reconnected to Health offers family support to prisoners and their significant others. Their family workers support service users to recognise the impact of their offending behaviours and substance use on their relationships, as well as seeking engagement and offering support to significant others to successfully rebuild family ties and connections.

Safeguarding

Our Child and an Adult Safeguarding Policy reflects the requirements of HMPPS Policy Frameworks. These also cover site specific processes for how to report a safeguarding concern. If staff have a cause for concern for any child or adult that visit's the prison, either in a social or official capacity, staff have a duty of care to report these concerns using our internal processes, which are available to all staff.

The Lead's for Child and Adult Safeguarding are reference at the end of this strategy.

Please speak to a member of HMP Northumberland staff if you have concerns or something to report.

Training

All staff at HMP Northumberland are required to complete Safeguarding training. This is delivered to operational staff during induction training and is an online module included in non-operational induction as part of their continuous professional development.

Operational staff will receive 'Hidden Sentence' training; we recognise the impact of imprisonment is not limited to those serving a sentence. While prisoners experience the direct effects of being in prison, their Family and Significant Others live their lives in what has been described as 'the shadow of prison.' We recognise that, at times, there is little consideration given to the experiences of Family and Significant Others who, through no fault of their own, must engage and interact with the Criminal Justice System.

Family and Significant Others are encouraged to speak to a member of staff if they are struggling or have concerns.

Feedback

There are regular opportunities for visitors to meet the Family and Significant Others Lead in the visitor's centre, to provide feedback to improve people's experiences of HMP Northumberland's family provision.

Surveys are distributed to all prisoners who receive visits and to their visitors bi-annually to ask their experiences and to give suggestions. All feedback will be recorded and analysed through the quarterly Family and Significant Others Committee Meeting for continued developments to be made.

Focus groups will also be held bi-annually where prisoners are invited shared their feedback and to give ideas or new opportunities that would support them in maintaining positive relationships.

You said, we did

- ***More father and parent days***

In 2026, 6 Extended Family Days are scheduled; themes are Winter, Easter, Father's Day, Summer, Halloween and Christmas.

Family Days are scheduled to celebrate the following National events, International Children's Book Day, UK National Children's Day and Children with a parent in prison day.

Specific Family Days are scheduled for Veterans and prisoners serving indeterminate sentences. Faith-based Family Days are scheduled, to allow fathers to celebrate religious events with their children and feel a part of their culture. Adult only Family Day's will be also introduced to allow fathers with older children quality contact time.

- ***Homework / reading via Purple Visits***

Homework Club has been scheduled throughout 2026 to allow prisoners to connect their children by helping with schoolwork in a relaxed environment. These will take place every school holidays. We will prioritise improving our Purple Visits offer in 2026, by providing more books and educational resources.

- ***More variety with food choices / more nutritional food choices***

Nepacs welcome feedback with regards food choices. In 2025, they introduced a number of items at the request of visitors. Please speak to a member of the visitor centre team for additional items.

- ***Family visits to be scheduled outside of term time as schools are refusing absence for these***

All extended family days scheduled in 2026 will take place on a weekend. Homework club and achievement days have been scheduled within school holidays.

- ***Visitors Centre to open for shelter and toilet access***

The visitor's centre's opening times are now displayed on our website, along with information on visiting the prison via public transport; to support visitors in planning their journey and arrival.

- ***Visits should last their allocated 2 hours***

Prisoners can book 2-hour visits slots which entitles them to a minimum of 45 minutes contact with their family or significant other. Prison and Nepacs staff endeavour to be as efficient as possible to maximise as much contact time as possible within these slots.

- ***Lack of consistency with rules about appropriate clothing***

HMP Northumberland's dress code is available on our website. This has been displayed in all visits searching areas for staff reference, to support consistency in refusals based upon clothing.

- ***Uncomfortable seating and seating arrangements***

We are unable to change the seating arrangements. More family days and events have been scheduled for 2026 to allow for a more relaxed visiting experience.

- ***Background noise in visits hall is distracting for neurodiverse individuals***

Neurodiverse/quiet visits are scheduled for 2026. Prisoners and visitors are encouraged to contact the prison with any reasonable adjustments that can be made to support in maintaining contact. Fidget toys and resources will be made available within the visits hall in 2026.

- ***Adult family days***

Adult family days are schedule in 2026.

- ***Food packs available to purchase by visitors to take back to the wing***

This initiative has been agreed by our security department. Visitors will be able to purchase a £10 food pack for prisoners through the Nepacs team. Planning is taking place for implementation in 2026.

- ***Child/family contact restrictions***

We are unable to change restrictions around child and family contact. We endeavour to be as transparent and timely as possible with prisoners and visitors around restrictions.

- ***Better food for children***

Within our Christmas family days, we introduced more variety of food for children, including mini pizzas and chicken nuggets. Based upon feedback. We will continue to take this on board in 2026 and introduce further items as requested.

- ***More variety of activities for children / more activities for older children***

All family days scheduled in 2026 are themed; we will provide a range of activities based upon the theme/time of year. We will introduce more competitive activities and will seek feedback to engage older children.

Feedback to be further explored in 2026

- Visitors to book visits
- Outdoor visits if possible
- More flexible Purple Visit times
- Prison Offender Managers to meet with visitors
- Hot / healthier food options
- A wider range of refreshments available for family day

Priorities for 2026

- Recruit and embed a Family and Significant Other's Co-ordinator
- Embed Every Contact Matters and Community Days across Main location
- Work in partnership with the Diversity and Inclusion team to implement faith-based family days
- Expand provision to support neurodiverse prisoners and visitors
- Support prisoners with older children through the introduction of adult family days
- Enhance the Purple Visit offer
- Include Family and Significant Others in sentence and release planning

Contact HMP Northumberland

By telephone:

HMP Northumberland Switchboard	01670 083100
Safer Custody Line	01670 383713
Family and Significant Others Lead	01670 383524
Child Safeguarding Lead	01670 083100
Adult Safeguarding Lead	01670 083100
Nepacs	0800 0121539

The Safer Custody Line is checked and calls logged daily during weekdays. Concerns are followed up by our Safer Custody team within 24 hours.

If your concern is urgent or occurs during a weekend, please contact the switchboard and ask to speak to the duty manager.

By post:

FAO Director
HMP Northumberland
Wansbeck Road
Morpeth
Northumberland
NE65 9XG

By email:

Nepacs	support@nepacs.co.uk
Family and Significant Others Lead	rachael.henderson@sodexogov.co.uk

Staff with responsibility for the delivery of this strategy

Rachael Henderson	Family and Significant Others Lead
Darren Wylam /Graeme Ansell/Tom Morgan	Security SPCO
Richard Martin/Emma Skinner	Deputy Head of Safety
Erin Stephenson/Emily Taylor /Tiegan Howe	Family and Significant Others SPOC
Thea Mitchell-Wren/Laura Watson	Achievement Day SPOC
Alana Bond	Every Contact Matters SPOC
Steve Thompson	Care Experienced SPOC
Simon Dobson/James Stewart-Owen	Veteran Lead's
Erin Stephenson	Indeterminate Sentence SPOC
Nicola Collins/Stephanie Austin	Nepacs Family Support Workers
Kerry Davison/Lorraine Derbyshire	Nepacs Visit Staff
Sally Channock	DART Family Team
Mark Lennox	Child Safeguarding Lead
Mark Creek	Adult Safeguarding Lead
Hannah Robertson	Learning and Skills Manager
Michael Lockwood	Neurodiversity Manager
Phil Longhurst	Managing Chaplain
Gemma Hardy/Adam Patterson	Keyword Manager
Rebekah Wood	Pre-release Team SPO

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