



Ministry  
of Justice

# Transforming Rehabilitation HMP Featherstone

Warwickshire and West Mercia CRC  
CPA 12

# Key Priorities

- Once the winning bidder was announced one of our key priorities was to ensure the CRC team understood the differences about each individual prison, as they both operate in many different ways.
- We identified that the CRC staff needed to be allowed access to the prison at the earliest opportunity and that they had relevant key, security and IT training.
- We identified the need to ensure the staff who were going to be delivering the service within the establishment understood a prisoners journey through their sentences at each prison.

# January – April 2015

- Initial Establishment interface meetings began in January and were held at each site every month prior to the 'go-live' date of May 1<sup>st</sup>.
- The proposed services were outlined at each site and feasibility of implementation discussed.
- An interface workshop was held at HMP Featherstone where CRC staff identified to deliver the service in the prison were invited to meet other partners. The following things were discussed and considered to prevent an overlap in provision and create the model we all strive to achieve:

# Interface Workshop

- All partners outlined all target that they have to achieve or outcomes they have to deliver as part of their contract
- Each were asked to clearly identify work that is currently undertaken in the following areas:
  - >on induction and in preparation for release.
  - >at which stage this is completed.
  - >identify where and how this is recorded.
- Each were asked to specifically look at how the current partners and the CRCs can work together in the offenders last 12 weeks and to:
  - >map what this looks like.
  - >map what time frame this could be completed in.

- Identified CRC staff were locally risk assessed and locally cleared to attend each prison site.
- Identified necessary prison meetings for CRC staff to attend.
- All CRC staff were invited to attend a training session on the Prison IT Systems, specifically Quantum and P-Nomis.
- All CRC staff were issued with keys.
- All CRC staff were given office space in the prison and access to Prison IT.
- At HMP Featherstone staff started to complete paper based resettlement plans for every new reception.
- Sourcing Settled Accommodation on release remained a priority.
- CRC met with commissioned services in HMP Featherstone, those being: Drug & Alcohol Recovery Service and Staffordshire & Stoke on Trent Partnership Trust.



# HMP Featherstone-May, June & July 2015

## MAY

- Prison Lead attended their first WWM CRC Service Integration Group Meeting
- EOS completed a presentation at a Full Staff Meeting ref WWM CRC
- CRC staff integrated with OMU Teams
- CRC staff using P-Nomis to record contacts
- At HMP Featherstone CRC achieved:
  - >97% of all Resettlement plans on discharge were completed
  - >93% of all prisoners discharged to Settled Accommodation
- CRC Functional Mailbox set up.

## JUNE

- TTG Assurance Activity visit by Contract Managers
- Interface Meeting took place
- At HMP Featherstone CRC achieved:
  - Meet & Mentor up and running
  - >95% of all Resettlement plans on discharge were completed
  - >90% of all prisoners discharged to Settled Accommodation

## JULY

- Interface Meeting took place
- Pre-release session introduced for all prisoners with 4 weeks left to serve
- Resettlement Hub (consisting of two classrooms/toilet area) provided for programme delivery
- At HMP Featherstone CRC achieved:
  - >92% of all Resettlement plans on discharge were completed
  - >94% of all prisoners discharged to Settled Accommodation



# HMP Featherstone-August & Sept 2015

## AUGUST

- Willowdene subcontracted to deliver SARM programme, first programme commenced delivery
- CRC linked with a number of IOM Hubs across WWM and continue to maintain contacts.
- At HMP Featherstone CRC achieved:
  - >96% of all Resettlement plans on discharge were completed
  - >96% of all prisoners discharged to Settled Accommodation

## SEPTEMBER

- All the CRC staff trained to deliver the BBR Course
- Interface Meeting took place
- CRC and Prison Lead met with Priority Family Co-ordinator to take project forward.
- Templates prepared for Pathway 1 (Accommodation) and Pathways 5 (Finance Benefit & Debt)
- WWM CRC negotiated contract with MA ref Money, Debt, Advisory Service
- CRC staff commenced Bank Account Application referrals
- TTG Assurance Activity visit by Contract Managers
- Assurance visit by commissioners to identify how HMP Featherstone is performing in relation to PSI 04/15 (PI 01/15)
- At HMP Featherstone CRC achieved:
  - >92% of all Resettlement plans on discharge were completed
  - >94% of all prisoners discharged to Settled Accommodation



# The Future:

## The Prison will:

- Ensure prison staff continue to contribute to the development of an enabling environment by delivering all aspects of the “features of a good prison” and deliver rehabilitative outcomes in partnership with other agencies.
- Ensure prison staff continue to promote an environment within the prison which positive change and progression is both supported and encouraged at every level and they demonstrate that every contact matters.

# How?

- Lead by example, have role model ethics, integrity, impartiality and the elimination of bias by building diverse teams and promoting a working environment that supports civil service codes and values.
- Identify warning signs, providing decisive responses to significant delivery challenges.
- Actively involve and engage staff through the use of good dialogue and interpersonal courtesy to improve and deliver business outcomes through collaboration
- Demonstrate genuine care for staff and prisoners, building strong interpersonal relationships
- Expect staff to use their authority fairly and consistently
- Take opportunities to regularly communicate and interact with staff, and clarify goals and activities and the links between these and organisational strategy
- Empower individuals to take accountability reviewing and seeking out ways to improve performance.
- Work with colleagues, stakeholders and prisoners to inform systems and strategies.
- Provide leadership and support

## In addition-

The Prison will ensure that there continues to be effective collaboration with external stakeholders and commissioned providers in order to deliver optimum services for prisoners with the “Through the Gate” reforms.

We will do this by:

- Inspiring delivery partners to engage in long term vision and work to secure mutually beneficial outcomes.
- Encourage a culture of innovation – create space for thinking creatively.
- Make clear, pragmatic and manageable plans for service delivery.
- Effectively capture, utilise and share insights and views from a diverse range of stakeholders to ensure better policy and delivery.
- Actively involve and engage staff to improve and deliver business outcomes through collaboration, accepting sound ideas and arguments and encouraging managers to do the same.
- Establish how the business area compares to the service expectations of partners and industry best practice and identify necessary improvement in plans.
- Remain focussed on achieving objectives in the face of difficulty and resilient at times of uncertainty.



# Contact Information

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