**Specification**

**HMMPS Prisoners, Family and Significant Other Services**

**HMP Kirkham**

**NATIONAL MINIMUM STANDARD**

**Conduct Visits**

**Visits Room Refreshments**

HMP Kirkham Requirements for Refreshments

* Managed by the Prison Catering Staff
* This service utilises Prisoner Orderlies
* The Family provider liaises with the Prison Catering Staff and Prisoner Orderlies on refreshments issues during the Visits period
* The Family provider may also report any suggestions or issues arising directly with the Prison Catering Staff, Duty Governor, Visits CM or Family Lead

**Visits Play**

HMP Kirkham Requirements for Visits Play

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* A Visits Play Area is provided
* The Visit session is for 2 1/2 hours and is held on Fridays, Saturdays, and Sundays
* The Family Provider manages this area
* The Family Provider Visits Play Worker is available to encourage play interaction for the whole of the session and requires time for setting up and debriefing at the end of the Visit session
* The Family Provider encourages prisoners to engage in meaningful play with their child(ren) to foster relationship building and play leaning
* Prisoners and Visitors are expected to supervise / play with their children
* The Family Provider co-ordinates the items/toys/educational learning in the Visits Play Area
* The Family Provider liaises with Prison Departments and with the Community in the provision of items/toys/educational learning for this area
* The Family Provider liaises directly with the Visits Custodial Manager and associated Departments for the provision of this area.
* The Family Provider plans and implements a routine check and cleaning schedule for the items/toys/educational learning in this area
* The Family Provider communicates with the POM if there are concerns with the prisoners or family or significant other’s engagement with the child(ren).
* The Family Provider to hold a reflective and educational interview with prisoners who may be neglecting their child(ren’s) or who are not attempting to connect with them and their wellbeing needs. This is reported to the Prison Offender Manager (POM) and may be recorded on the PNOMIS system

**Services for Visitors**

**Visits Meet and Greet**

HMP Kirkham Requirements for Visits Meet and Greet

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* The Visit session is for 2 1/2 hours and is held on Fridays, Saturdays, and Sundays
* The Meet and Greet is an important element of an Open Prison as the nuances of the visit is far different from the closed estate and requires a high degree of observation and interpersonal skills by the Family Provider. Prisoner and Family relations often come to a critical point as both prisoners and family members are confronted with Release on Temporary License (ROTL) or Prison Discharge. Families and significant others will often arrive early or leave later in order to give information or seek counsel / direction from the Family Provider.
* The Family provider will be available before and after the visits sessions to deal with any pastoral issues that family and significant others may have.
* The Family Provider will liaise with the authority to ensure that Visitors are booked in in a professional and courteous manner.
* The Family Provider maintains records of prisoners' visitors.
* The Family Provider manages the provision of information for visitors visiting the establishment.
* The Family Provider will manage an area where visitors can store personal items and report any issues to the authority.
* The Family Provider will monitor and report any cleanliness issues and maintenance issues with facilities (toilets, seats etc.) and liaise with the authority to rectify.
* The Family Provider liaises with the authority departments such as OMS, Security and Chaplaincy to help highlight or identify any issues or need with FSO’s or prisoners.
* The Family Provider offers support if there are any technical issues or discrepancies with the Visit Booked and liaises with the Duty Governor in order to rectify any problems in a descent, secure and safe manner.
* The Family Provider may initiate an intervention with consultation with and support from the Prison Officers if deemed necessary.
* The Family Provider will have access to FSO Prisoner Peer Mentor Orderlies who will assist them in their duties as directed by them.
* The Family Provider will assist with the complaints policy and Visitors Surveys.
* The Family Provider will provide notices to Visitors in an accessible format and will refresh these regularly.
* The Family Provider in liaison with the authority will help develop information that will help families and significant others have a positive visits experience.
* The Family provider will recruit and manage volunteer members of the local community (subject to Vetting checks) in consultation with the authority.

**Visits Enrichment Activity**

HMP Kirkham Requirements for Visits Enrichment Activity

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* The Family Provider is a key role in identifying prisoner’s family welfare, parenting and educational needs
* The Family Provider liaises with the authority and local authorities and services in order to support prisoners families
* The Family Provider will provide pertinent prison visits information via a social media website that is accessible to family and significant others
* The Family Provider will make available information on a wide range as topics that are pertinent to prisoners and their families such as Debt, drug alcohol support, children services, the Help With Prison Visits scheme etc.
* The Family Provider provides parenting information and advice to both prisoners and families
* The Family Provider liaises with the departments in the authority including the Family Lead, Probation Offender Management Services (POMS), Chaplaincy, Health Care, Recovery Services, and work placements to support the prisoner and his/her family and significant other
* The Family Provider reports and discusses family and significant other enrichment needs at the Family and Significant Other Meeting (FSO). Request for additional resources and authority departments supports are also requested at this meeting
* The Family Worker will hold FSO Forums and prisoner forums to help improve the visits experience
* The Family Provider will liaise with the prisoner and his/her family, the FSO Meeting, POM, and the Education Provider in order to support a school's educational link with the child(ren) to encourage prisoner participation in the child’s educational learning i.e., homework, parent evenings - Miah’s Story links etc.
* The Family Provider will assist with the authority and other agencies to ensure that there is necessary support on Release on Temporary License (ROTL) and Prisoner Discharge.
* The Family Provider will work with the authority in developing and providing further enrichment activities for the FSO visits experience

**Family Visit Days**

HMP Kirkham Requirements for Family Visit Days

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* HMPPS Kirkham is a national prison resource and prisoners arriving may be a significant distance from home, family, and significant others. Prisoners may take a minimum of 6 weeks to access ROTL and even longer if they are assessed as high risk or there are other extenuating factors that delay the ROTL process. There is also a significant cost impact on families travelling long distances that may incur a local overnight stay for a single visit. Therefore an initial family significant other engagement Family Day would be beneficial to uphold and improve family and significant other links particularly for families and significant others travelling long distances
* At least 12 Family Days are held per annum for a range of prisoner family needs, but in particular for prisoners not accessing ROTL (including ROTL suspension.)
* The Family Day should also include a provision for parole facing prisoners, who may be trying to reconnect with family or significant others
* The Family Provider will involve other authority departments and agencies in providing support and information to the FSO’s
* The Family Provider will work with the authority in developing an providing further enrichment activities for the Family Day
* The Family Provider will maintain appropriate records of those attending Family Days an update PNOMIS accordingly

**Services for Prisoners without Contact with Family and Significant Others**

HMP Kirkham Requirements for Prisoners without Contact for Family and Significant Others

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* Prisoners who are not accessing ROTL are identified as Isolated Prisoners at HMPPS Kirkham. An initial enquiry of the PNOMIS system is made by Chaplaincy to understand the reason behind it. This may be that the prisoner is newly arrived in HMPPS Kirkham or that they may be on ROTL suspension or have no family or significant other contact.
* The Family Provider is to assist in an enquiry with the Prisoner to enquire about their family and significant other relationships. In the case of ROTL suspension, how this has adversely affected the family or significant other.
* HMPPS Kirkham has also seen a rise in the numbers of parole facing prisoners and some of these prisoners may have no family or significant other contact or may wish to reengage with family or significant other contact. From this enquiry the Family Provider will make an assessment of the need to provide a service to the prisoner such as the Prison Visitor scheme, or to re-establish family links.
* The Family Provider liaises with the POM, Safer Custody and Chaplaincy to agree the appropriate course of action.
* The Family Provider may coordinate and supervise initial contact in liaison with authority departments.
* The Family Provider will maintain records and information

**Family Engagement / Advice**

**Family Engagement and Advice**

HMP Kirkham Requirements for Family Engagement and Advice

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* The Family Provider is to be an important resource in the Induction process to establish family and significant other connections. The Family Provider will have a location in the Resettlement Super Hub that strategically gives them access to prisoner newly arriving at HMPPS Kirkham.
* The Family Provider Induction Interview will form part of the Induction process and alongside other authority and partner departments the Family Provider will conduct a screening Interview that focusses on family and significant other relationships and welfare. The Family Provider will have the provision of FSO Prisoner Peer Mentors to assist them as appropriate, in this function.
* The Family Provider will signpost the prisoner to other authority departments or local authorities and agencies as appropriate in consultation with the POM.
* The Family Provider will assist with the support and intervention of the prisoner in consultation with the authority (POM, Chaplaincy, Safer Custody) in establishing family ties.
* The Family Provider will update the PNOMIS system with relevant and pertinent information.
* The Family Provider will help develop the FSO Prisoner Peer Mentors role in consultation with the authority

**Support for Secure Video Calls**

**Support for Secure Video Calls**

HMP Kirkham Requirements for Secure Video Calls

* The Family Provider typically provides cover for all activities between 09.00hrs and 16.00hrs. Usual attendance days are Thursday, Friday, Saturday, Sunday, and Mondays. A degree of flexibility around working is required according to need i.e., Christmas Visits, Family Crises etc.
* HMPPS Kirkham operates secure video calls and mobile visual calls as an open establishment. Over the Covid period HMPPS Kirkham as seen a rise in the use of the visual mobile calls, which has continued in the ease of the Covid lockdown. Prisoners say that they enjoy this family and significant other contact facility as it is a more convenient means of communication and it eases the hassle and costs of social visits for family, especially for those travelling long distances. The visual video and mobile visits are held at the same time as social visits.
* The Family Provider is a significant support before, during and after the video call. The Family Provider through their presence and observation alongside the Prison Officers identify any issues or causes for concern.
* The Family Provider will engage with a Prisoner who has appeared to have had a difficult visual visit and provide appropriate support and sign posting, along with communication to the Duty Governor if concerns are heightened.
* The Family Provider will communicate with other authority departments to assist in the wellbeing or support of a prisoner.
* The Family Provider will update the PNomis system and communicate with the prisoner’s POM and other departments, as necessary.
* Due to the nature of work patterns at HMPPS Kirkham, the Family Provider is the constant person in this area and may be asked questions by staff to remind them and give direction how to use the system.

**Optional Activities**

* The Family Provider offers and delivers a quarterly parenting skills course with prisoners and or families who have been identified as requiring support. This is conducted in consultation with the POM.
* The contract provider will organise and provide a range of activities for prisoners and their families to help enhance relationships and family learning. The Family Provider will liaise with the authority and education provider to maximise the potential family relationship building and enrichment, and family learning.
* The Family Provider in consultation with the authority, will have supervision of FSO Prisoner Peer Mentor Orderlies. The Family Provider will develop the Peer Mentor role in order that prisoners can provide FSO support to other prisoners and be able to advise the authority on FSO and prisoner needs. This will involve the development of an advice centre sign posting to statutory agencies and making referrals, as necessary.